

Ivan Goncharuk

Computer Science Student Seeking Cybersecurity Roles

📍 Baltimore, MD 📞 (410) 703 0807 @ goncharukivan.biz@gmail.com

◦ Profiles ◦

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◦ Education ◦

Towson University
Computer Science
Bachelor of Science
May 2025

<https://www.towson.edu/>

◦ Summary ◦

Technical support specialist experienced in IT help desk functions and device diagnostics/repair. Strong foundation in troubleshooting diverse technical issues, understanding system processes from a user-support perspective, and communicating effectively. Seeking to apply analytical skills and technical insight to roles focused on enhancing system functionality, ensuring operational integrity, or contributing to technology risk evaluation.

◦ Skills ◦

Programming Languages

Python, Java, JavaScript, TypeScript, Bash, SQL, C, C++, R

Tools

Git, Docker, Active Directory

Frameworks/Technologies

Node.js, Deno, RESTful APIs, MongoDB, Express

Platforms

Linux, Windows, macOS

Relevant Courses

Mobile Application Development, Programming Languages and Implementation, Web Development, Database Management Systems, Data Communication and Networking, Computer Graphics, Operating Systems, Cyber Security

◦ Languages ◦

English

Russian

Experience

uBreakiFix by Asurion

Mobile Repair Technician
Hampden, MD

May 2024 - August 2024

- Diagnosed and repaired hardware and software issues on Samsung, Apple, Google, and Motorola devices using manufacturer-certified tools and procedures.
- Repaired well over 200 consumer mobile devices.
- Provided exceptional customer support, explaining technical issues and repair processes in accessible terms to enhance client satisfaction.
- Achieved Google and Samsung certifications by completing formal training in device diagnostics and advanced troubleshooting techniques.

<https://www.ubreakifix.com/>

MileOne Auto Group

IT Help Desk
Towson, MD

January 2024 - May 2024

- Resolved IT support issues for 3,000+ employees, covering Active Directory account management, hardware troubleshooting, and network configurations.
- Utilized the KACE ticketing system to prioritize and track service requests.
- Performed employee on-boarding and off-boarding processes, including setting up user profiles, permission groups in Active Directory, and configuring workstations.
- Helped with technical documentation for common issues, improving team efficiency.

<https://www.mileone.com/>

Towson University

Cyber Connections Speaker
Baltimore, MD

October 2023 - Decemeber 2023

- Delivered interactive workshops on cybersecurity best practices for educators, translating technical topics into actionable insights for classroom integration.
- Simplified complex topics like phishing prevention, password management, and data privacy for non-technical audiences.
- Facilitated live Q&A sessions, addressing participants' questions to deepen their understanding of cybersecurity principles.

<https://www.towson.edu/>

Red Lobster

Server

Owings Mills, MD

June 2022 - July 2023

- Delivered excellent customer service in a fast-paced restaurant, enhancing the guest experience and ensuring repeat business.
- Accurately processed transactions using a POS system, handling multiple payment methods and ensuring minimal errors.
- Trained new employees on company policies and POS system use, improving team performance and service quality.

<https://www.redlobster.com/>

US Census Bureau

Census NRFU Enumerator

Queen Anne's County, MD

August 2020 - November 2020

- Conducted in-person interviews to collect demographic data, ensuring accurate and complete submissions in adherence to federal guidelines.
- Operated government-issued devices for real-time data entry and geographic updates while maintaining strict confidentiality.
- Completed assignments independently, consistently meeting deadlines and productivity goals in a high-stakes environment.

<https://www.census.gov/>