

Jonathan Lutabingwa

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EDUCATION

University of North Carolina at Charlotte

Bachelor of Science in Computer Science | Concentration: Cybersecurity

Expected May 2027

- **Relevant Coursework:** Networking and Operating Systems, Database Design, Intro to Information Security and Privacy
- **Awards & Honors:** Dean's List (Fall 2023, Fall 2024, Spring 2025)

EXPERIENCE:

OneIT Service Desk Technical Analyst | University of North Carolina at Charlotte

January 2025 - Present

- Streamlined incident response by documenting and escalating security issues to specialized IT teams for prompt resolution.
- Secured account access by administering IAM/IDM systems (Ellucian Banner, TeamDynamix, Cisco Duo MFA, ForgeRock).
- Performed both onsite and remote troubleshooting sessions using BeyondTrust, applying zero-trust identity verification protocols and delivering reliable support to a diverse user base of 100,000+ students, faculty, and staff.
- **Outcome:** Improved IT operations by reducing ticket resolution time by 25% and boosting user satisfaction scores by 30%.

Information Technology Consultant Intern | Geeks at Work / Computer Tamers

May 2025 - August 2025

- Created and maintained technical documentation outlining remediation steps, system baselines, and best practices.
- Enhanced small business clients' data protection by optimizing systems and databases with secure configurations.
- Educated clients on cybersecurity and system maintenance practices, reducing repeat incidents and improving overall IT reliability.
- **Outcome:** Documented tickets in Syncro RMM for accurate tracking and secure remediation, achieving 95%+ client satisfaction.

PROJECTS/COMPETITIONS:

Holmes CTF 2025 | Team Competition | Event Viewer, Wireshark, Linux, File Monitoring, VMware, Powershell

Fall 2025

- Collaborated with a team of 5 peers in a week-long Capture the Flag competition, solving 50 forensic and defensive security tasks spanning Threat Intelligence, SOC analysis, DFIR, and Malware Reversing.
- Collected and analyzed digital evidence to detect anomalies and risks within simulated controlled environments.
- Developed custom Python and PowerShell scripts to automate evidence collection and extract Indicators of Compromise (IOCs).
- **Outcome:** Achieved Top 8% placement (634/7,085) by capturing 50 forensic flags, showcasing teamwork, problem-solving, and applied blue-team defense skills in a global CTF competition.

Kali-Linux-Malware-Analysis | Personal Project | Splunk, Kali Linux, Metasploit, Nmap, VirtualBox

Summer 2025

- Performed penetration tests against Windows 10 using Kali Linux to identify vulnerabilities and deliver exploits.
- Developed malicious payloads with Metasploit and analyzed resulting traffic in Splunk to detect IOCs.
- **Outcome:** Strengthened knowledge of red-team exploitation and blue-team detection workflows through hands-on lab analysis.

STUDENT INVOLVEMENT:

49th Security Division | Cybersecurity Club | UNCC College of Computing and Informatics

Sep 2024 – Present

Member

- Participated in labs/workshops on cloud security, Linux, Nmap, reconnaissance, social engineering, and cyber defense strategies.
- Competed in cybersecurity competitions, applying technical skills while strengthening teamwork and problem-solving.
- **Outcome:** Enhanced technical expertise and teamwork through hands-on challenges and competitions.

SKILLS & CERTIFICATIONS:

Security Tools: Kali Linux, Ubuntu, Splunk, Wireshark, Metasploit, Nmap, Suricata, John the Ripper, Windows Event Viewer, Volatility3

Programming/Scripting: Python, Java, C, SQL, Bash, PowerShell, HTML/CSS/JS

Systems & Platforms: Linux, Windows, IAM/IDM, Azure, Virtualization

Certifications: Google Cybersecurity Professional, ISC2 Certified in Cybersecurity, CompTIA Security+ (In Progress)