Jonathan Lutabingwa

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EDUCATION:

University of North Carolina at Charlotte   **Charlotte, North Carolina**
B.S. & M.S. in Computer Science (May 2027)
- o **Concentration:** Cybersecurity
- o **GPA:** 3.41, Dean's List
- o **Related Coursework:** Data Structures & Algorithms, Introduction to Computer Science 1 & 2, Database Design and Implementation, Intro to Computer Systems, Web-Based Application Design and Development

TECHNICAL SKILLS:

Programming: Java, Python, C++, SQL, HTML, CSS
Networking and Security: Google Cybersecurity Specialization Certification, Wireshark, Linux, Splunk Cloud, and currently studying for the CompTIA Security+ Certification
Analytics: Microsoft Excel

EXPERIENCE:

University of North Carolina at Charlotte   **Charlotte, North Carolina**
Position: OneIT Service Desk Technical Analyst   Jan 2025 - Present
- Resolved diverse IT support tickets weekly for students, faculty, and staff
- Utilized IDM/IAM systems, Ellucian Banner, and Team Dynamix to manage a directory of 100,000+ users and maintain system security.
- Diagnosed and resolved hardware, software, and network connectivity issues through phone, in-person, and ticket portal support.
- **Outcome**: Improved user satisfaction and streamlined technical issue resolution, supporting the university's IT operations.

Habitat for Humanity ReStore   **Boone, North Carolina**
Position: ReStore Associate   June 2023 - Dec 2024
- Supported excellent customer service to our donors, customers, and volunteers.
- Assist with leadership, training, and ongoing support to volunteers, ensuring they are ready to perform tasks efficiently and contribute to the company's goals.
- **Outcome**: Enhanced customer and donor satisfaction, improved sales through optimized inventory, increased team efficiency with volunteer training and leadership, and simplified logistics operations with furniture pickups and organization.

COURSE PROJECTS:

Music Melody   **Charlotte, North Carolina**
Contributor   *Oct 2024*
- **Outcome**: Using Java, I successfully developed a menu-driven music application that utilizes custom-linked-structure stacks and queues to manage and transform melodies. The application met all project requirements and demonstrated efficient data structure implementation.

STUDENT INVOLVEMENT:

49th Security Division   **Charlotte, North Carolina**
Member   *Sep 2024 – Present*
- Attend labs and workshops that present information on different concepts and cybersecurity-related ideas such as Cloud, Virtualization/Linux, Nmap, Recon Talk, Social Engineering, etc.

AfroBits   **Charlotte, North Carolina**
Member   *Sep 2024 – Present*
- Attend networking events and workshops related to the tech field and gain knowledge about the tech industry.

UNCC Men's Club Volleyball   **Charlotte, North Carolina**
Member   *Sep 2023 - Present*
Collaborated with teammates to execute passes and attacks, maximizing scoring opportunities and team performance.