

# Manjeet Singh

satmanjeetsingh@gmail.com • 7148333661

## IT Specialist | Aspiring Cybersecurity Professional

Results-driven IT Specialist with experience in technical support, system administration, and hardware/software deployment in higher education environments. Proficient in C++, Java, Python, and IT tools such as Microsoft Intune and PDQ Deploy. Adept in resolving IT service requests, managing help desk tickets, and optimizing endpoint performance, achieving a 98% satisfaction rate. Currently completing cybersecurity certifications including Google Cybersecurity Certificate and TryHackMe labs to build skills in threat detection, network security, and system hardening. Fluent in Punjabi, Burmese, and English with strong cross-functional communication and leadership through active involvement in student organizations.

### WORK EXPERIENCE

#### **Coast Community College District • Costa Mesa** **IT Specialist**

- **Technical Support Expertise:** Provided technical support to faculty and staff, resolving 95% of hardware and software issues within SLA timeframes.
- **Network Printer Installation:** Successfully installed and configured network printers across campus, adhering to district-wide IT standards and protocols reducing printing related downtime by 30%
- **Laptop Configuration:** Set up and deployed 90+ laptops for faculty and staff, ensuring systems were configured accurately to meet specific academic and administrative needs, reducing deployment time by 25%
- **Classroom Technology Audits:** Conduct comprehensive audits of classrooms to verify the functionality and compatibility of technological equipment, meeting educational requirements.
- **Optimized Audiovisual Systems:** Configuring and maintaining cutting-edge audiovisual setups for classrooms and administrative spaces, enhancing learning and communication experiences, increasing operational efficiency by 20% and enhancing communication experiences.
- **System Deployment Using PDQ:** Utilized Admin Arsenal PDQ and Microsoft Intune deployment tools to streamline over 200 system rollouts, reducing setup time by 40% and minimizing downtime for end-users.
- **Effective Communication:** Demonstrated strong communication skills by effectively liaising with team members and managerial staff to address IT issues and coordinate departmental operations.
- **Incident Management:** Managed and resolved 100+ IT-related issues monthly using the ticketing system, achieving a 98% ticket resolution rate within SLA and improving faculty satisfaction scores.
- **Team Collaboration:** Partnered with a team of 5 IT specialists to troubleshoot and solve complex technical problems, increasing departmental efficiency by 25%.
- **Customer Service Excellence:** Maintained a 95% faculty and staff satisfaction rating by delivering timely, accurate, and courteous solutions to all IT inquiries and problems.

### EDUCATION

#### **Bachelor Of Science BS, in Computer Networks & Systems** **San Jose State University • San Jose , CA • 08/2025**

#### **Associate Of Science AS, in Computer Science** **Orange Coast College • Costa Mesa • 06/2022 - 12/2024**

## CERTIFICATIONS

**TryHackMe Cybersecurity Labs (In Progress)** • 04/2025 - Present

TryHackMe

**Google Cybersecurity Professional Certificate** • 02/2024 - 04/2024

Google

## AWARDS & SCHOLARSHIPS

**Honors Night Leadership Award** • 05/2024

Orange Coast College

## PROJECTS

**Phishing Awareness Simulator** • 03/2025 - Present

Built an interactive phishing simulation using HTML, CSS, and JavaScript to help users learn how to identify scam tactics. It simulates a fake email and a suspicious link, then displays warnings and safety tips. Focused on cybersecurity awareness and user education.

Stimulator Link: <https://manjeetsingh-satveer.github.io/Phishing-Awareness-Website/>

Code Link : <https://github.com/manjeetsingh-satveer/Phishing-Awareness-Website>

**Expenses Income Tracker** • 10/2023 - Present

The Java Expense-Income Tracker is a console-based financial management application that allows users to track their monthly income and expenses efficiently. This program utilizes object-oriented principles and file I/O to provide a user-friendly interface for managing financial transactions.

Code Link : <https://github.com/manjeetsingh-satveer/Expense-Tracker>

## SKILLS

**Technical Skills :** C++, Cybersecurity Awareness, Database Management, HTML, IT Project Management, Java, Microsoft Access, Microsoft Excel, Network Administration, Python , Software Proficiency, Systems Administration, Technical Support, TryHackMe Cybersecurity Labs

**Soft Skills:** Approachable, Attention to Detail, Bilingual Communication, Collaboration, Continuous Learning, Creative Skills, Eager to Help, Multitasking, Personable, Problem-Solving, Teamwork and Collaboration

**Specialized Knowledge:** Gems Knowledge, Sales

**Interests :** Bhangra, Coding Projects, Doing Seva (Selfless service), Emerging Tech, Gaming, Open Source Contributions, PC Building, Punjabi music, Robotics or Electronics , Singing Kirtan

**Language :** Fluent in: Punjabi and Burmese, Primary Language : English