

# Manjeet Singh

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## IT Specialist | Aspiring Cybersecurity Professional

Results-driven IT Specialist with hands-on experience in technical support, system administration, and hardware/software deployment in higher education. Skilled in C++, Python, and IT tools such as Microsoft Intune and PDQ Deploy, with a proven ability to resolve IT service requests, streamline system rollouts, and improve endpoint performance, achieving 95–98% user satisfaction rates. Currently pursuing cybersecurity certifications, including the Google Cybersecurity Certificate and TryHackMe Labs, with growing skills in network security, system hardening, and threat detection. Fluent in English, Punjabi, and Burmese, with strong communication, teamwork, and leadership experience 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.
- **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.
- **Customer Service Excellence:** Maintained a 95% faculty and staff satisfaction rating by delivering timely, accurate, and courteous solutions to all IT inquiries and problems.
- **Effective Communication:** Demonstrated strong communication skills by effectively liaising with team members and managerial staff to address IT issues and coordinate departmental operations.

### EDUCATION

#### **Bachelor Of Science BS in Engineering Technology** **San Jose State University** • San Jose • 08/2025 – 05/2027

Concentration in Computer Network System Management, Minor in Business Management

#### **Associate Of Science AS, in Computer Science** **Orange Coast College** • Costa Mesa • 06/2022 – 05/2025

## CERTIFICATIONS

**CYB101 | Intro to Cybersecurity (In Progress)** • 09/2025 - 12/2025

Code Path

**TryHackMe PreSecurity Learning Path** • 07/2025 - 08/2025

TryHackMe

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

Google

## AWARDS & SCHOLARSHIPS

**Eva Shaffer Student Assistant Scholarship** • 05/2025

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** • 05/2024 - 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++, Cisco Packet Tracer, Cybersecurity Awareness, Database Management, Docker, HTML, IT Project Management, Java, JavaScript, Jira, Kali Linux, Linux Administration, Microsoft Office Suite, Network Administration, Python, Systems Administration, Technical Support, TryHackMe Cybersecurity Labs, Virtual Machines, Windows Server

**Soft Skills:** Adaptability, Attention to Detail, Communication, Continuous Learning, Customer/Technical Support Mindset, Flexibility, Multitasking, Problem-Solving, Teamwork & Collaboration

**Interests :** Bhangra, Emerging Tech, Gaming, PC Building, Robotics or Electronics

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