

# MANJEET SINGH

7148333661 | satmanjeetsingh@gmail.com | www.manjeet-singh.com

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## IT Specialist | Aspiring Cybersecurity Professional

IT Specialist with experience in technical support, system administration, and hardware/software deployment. Proven ability to resolve IT service requests, streamline system rollouts, and improve endpoint performance, achieving 95–98% user satisfaction. Pursuing cybersecurity certifications, including CCNA and TryHackMe Labs, with growing expertise in network security, system hardening, and threat detection. Fluent in English, Punjabi, and Burmese with strong communication and teamwork skills.

## WORK EXPERIENCE

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### Coast Community College District | Costa Mesa

#### IT SPECIALIST

- **Technical Support:** Resolved 95% of hardware/software issues within SLA.
- **System Deployment:** Streamlined 200+ rollouts with PDQ/Intune, reducing setup time by 40%.
- **Customer Service:** Maintained 95% satisfaction with timely, accurate solutions.
- **Incident Management:** Handled 100+ tickets monthly with a 98% resolution rate.
- **Network Printers + Laptops:** Deployed 90+ laptops and installed campus printers, reducing downtime by 25–30%
- **Classroom Audits + AV Systems:** Audited and optimized classroom tech/AV systems, boosting efficiency by 20%.

## EDUCATION

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**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

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**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 Coursera

## AWARDS & SCHOLARSHIPS

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

Orange Coast College

## PROJECTS

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

Built a phishing simulation in HTML, CSS, and JavaScript to teach users how to identify scam tactics, with warnings and safety tips for cybersecurity awareness.

Simulator 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

Developed a Java console-based expense tracker using OOP and file I/O for efficient income and expense management.

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

## SKILLS

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Approachable, Communication & Teamwork, Continuous Learning, Creative, Multitasking, Personable, Problem-Solving

**Technical Skills :** C++, Cisco Packet Tracer, Cybersecurity Awareness, Database Management, Docker, HTML, IT Project Management, Java, JavaScript, Jira, Linux Administration, Microsoft Office Suite, Network Administration, Python, Systems Administration, Technical Support, Virtual Machines, Windows Server

**Soft Skills:** Adaptability, Attention to Detail, Customer/Technical Support Mindset, Flexibility

**Interests :** Bhangra, Coding Projects, Community Service (Seva), Emerging Tech, PC Building, Punjabi music, Robotics or Electronics

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