

Manvir Mann

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EDUCATION

Bachelor of Science in Computer Science

December 2023

California State University, Sacramento

GPA: 3.74

- **Relevant Coursework:** Operating System Principles, Computer System Attacks & Countermeasures, Computer Forensics Principles & Practices, Database Management, Computer Software Engineering
- **Organizations/Awards:** Association of Computing Machinery (ACM), Institute of Electrical and Electronics Engineers (IEEE), National Society of Black Engineers (NSBE), 8x Dean's Honors List, Cum Laude

TECHNICAL SKILLS & CERTIFICATIONS

IT Systems/Infrastructure: Windows 10/11, Windows Server 2022, Active Directory, Microsoft Remote Desktop, PC hardware/software troubleshooting, peripheral setup and maintenance, Linux, Kali Linux, Oracle VM VirtualBox, TCP/IP fundamentals (HTTP, DNS, DHCP), network troubleshooting, Virtual Networking

Tools/Frameworks: Microsoft Office 365, Google Workspace, ITIL, Jira, Git, GitHub, Wireshark, NIST, OWASP Top 10, Cyber Kill Chain, WinHex, OSForensics, Autopsy

Certifications: Fortinet Certified Fundamentals Cybersecurity (FCF)

WORK EXPERIENCE

Shift Manager, Boston's Pizza Restaurant & Sports Bar - Citrus Heights, CA

February 2021 – April 2022

- Implemented and maintained point-of-sale (POS) technical infrastructure, including troubleshooting hardware/software issues across 15 terminals, resulting in 99.5% system uptime and minimizing service interruptions
- Administered technical contingency procedures during system outages, coordinating cross-functional teams to maintain business continuity and preventing revenue loss
- Trained 12+ staff members on technical systems including POS hardware, payment processing software, and inventory management tools, reducing onboarding time by 20%
- Created comprehensive technical documentation library for all restaurant systems, including step-by-step troubleshooting guides that reduced staff support tickets by 40% and improved self-service resolution

SYEP Intern I, Kaiser Permanente - Sacramento, CA

June 2018 – August 2018

- Troubleshoot and resolved hardware, software, and printer issues for 8+ office staff, reducing IT support requests by 15% and minimizing administrative downtime
- Applied HIPAA-compliant security protocols across office systems, ensuring protection of sensitive patient data while maintaining operational efficiency
- Created a searchable knowledge base of common IT issues and solutions, decreasing average resolution time by 15% and improving documentation compliance
- Developed Excel-based data analysis tools that optimized appointment scheduling processes, reducing scheduling errors by 25%

PROJECT EXPERIENCE

Active Directory Home Lab

December 2024 – January 2025

- Designed and implemented a Windows Server 2022 domain environment for user account management and support
- Configured Group Policy Objects to enforce security standards and streamline user desktop management
- Simulated IT support scenarios including user account troubleshooting, password resets, and permission management
- Utilized: Windows Server 2022, Windows 10, Active Directory, Oracle VM VirtualBox, Virtual Networking

Network Troubleshooting & Diagnostics

October 2023 – November 2023

- Performed network analysis to identify and troubleshoot connectivity issues using packet capture tools
- Created step-by-step troubleshooting guides for common network issues to improve resolution efficiency
- Utilized: Windows 10 Virtual Machine, WinPmem, OSForensics, Wireshark

Security Vulnerability Assessment

May 2023 – June 2023

- Conducted a vulnerability assessment on a test environment to identify security risks and develop mitigation strategies
- Tested security patches and configuration changes to improve system security
- Compiled a comprehensive report documenting security best practices based on assessment findings
- Utilized: SEEDUbuntu Virtual Machine, Firefox, Apache web server, Metasploit