Manvir Mann

916-886-6782 | mann.s.manvir@gmail.com | linkedin.com/in/mannmanvir | github.com/mannmanvir

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 — February 2021 – April 2022
Boston's Pizza Restaurant & Sports Bar — *Citrus Heights, CA*

- Diagnosed and resolved 10+ point-of-sale system errors per shift, reducing service delays by 20%
- Led cross-functional teams during system outages to maintain service continuity, preventing a potential 10% revenue loss due to downtime
- Trained 12+ new employees on restaurant procedures, shortening the onboarding process by 20% and improving team efficiency
- Created and maintained detailed procedural documentation, improving operational efficiency by 15%

SYEP Intern I — June 2018 – August 2018
Kaiser Permanente — *Sacramento, CA*

- Troubleshot and resolved hardware, software, and printer issues for 8+ office staff, reducing IT support requests by 15% and minimizing administrative downtime
- Collaborated with IT team to implement security best practices, ensuring compliance with healthcare data privacy regulations and protecting sensitive patient information
- Streamlined digital file organization and updated system documentation, enhancing IT resource accessibility by 10%
- 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
- Investigated abnormal network traffic patterns to detect potential misconfigurations or security concerns
- 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