# 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

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

**Tools/Frameworks**: Microsoft Office 365, Google Workspace, Jira, ITIL, NIST, OWASP Top 10, Cyber Kill Chain, Git, GitHub, Wireshark, 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**
- Managed POS systems across multiple terminals, achieving 99.5% uptime and minimizing service interruptions
- Led cross-functional teams during system outages to maintain service continuity, preventing a potential 10% revenue loss due to downtime
- Devised and maintained comprehensive technical documentation and troubleshooting guides, cutting support tickets by 40% and average resolution time by 15%
- Trained 12+ new staff on core systems and cybersecurity best practices, reducing onboarding time by 20% and strengthening security awareness

**SYEP Intern I, Kaiser Permanente - Sacramento, CA**                                            **June 2018 – August 2018**
- 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
- Documented common IT issues and solutions in a centralized repository, simplifying troubleshooting and reducing resolution time by 15%
- Developed an Excel-based data analysis tool that optimized appointment booking 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