

Mingson Leung

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Education

Western Governors University (WGU) - M.S. Software Engineering, Domain Driven Design Aug 2025

- Coursework: Software Architecture and Design · Software Quality Assurance and Deployment · Network Architecture and Cloud Computing · Microservices Design and Architecture · Scalability and Performance Optimization

University of California, San Diego (UCSD) - B.S. Human Computer Interaction, Computer Science Dec 2023

- Coursework: Advanced Data Structures · Mathematics for Algorithms and Systems Analysis · Web Client Languages · Data-Driven UX/Product Design · HCI Technical Systems Research · Interaction Design · Prototyping

Experience

Cybersecurity Defense Analyst, California Department of Technology - Sacramento, CA June 2025 – Present

- Perform advanced threat hunting and vulnerability assessments, guiding zero-day mitigation, patching, and remediation strategies to strengthen security posture for **100+** public-sector customers
- Analyze and validate **50+** monthly vulnerability disclosures and bug bounty reports (Bugcrowd, MS-ISAC), coordinating remediation with agency stakeholders and reducing exposure to critical vulnerabilities
- Monitor and analyze **5,000+** weekly network, email, and cloud events, developing detection logic and escalating confirmed threats to incident response teams
- Collaborate with cybersecurity vendors and InfoSec officers to refine **200+** SIEM rules and thresholds, reducing false positives by **~30%** and increasing actionable alerts

Network Operations Analyst, California Department of Technology - Sacramento, CA Aug 2024 – June 2025

- Monitored routers, switches, firewalls and mainframes via automated alerts to track availability and performance
- Responded within **15** minutes to network and application alerts, initiating troubleshooting and escalation
- Provided application support to staff and customers, resolving **200+** incidents and **50+** requests per month
- Developed and updated **20+** support procedures and flowcharts to streamline team workflows

Web Design & Development Contractor, Mercor Intelligence - Remote (San Francisco, CA) Feb 2025 – June 2025

- Conducted structured UI/UX testing on a confidential AI feedback platform, logging **50+** usability findings that informed design updates across multiple releases
- Stress-tested React applications by validating all authentication flows and running **200+** API integration tests, identifying **10+** performance issues before deployment
- Partnered with AI research teams to review and curate **5,000+** LLM outputs, contributing to cleaner datasets and more reliable model evaluation

Information Technology Lead Technician, University of California, San Diego - La Jolla, CA Sept 2021 – Oct 2023

- Supported **50,000+** users, achieving **90%+** first-contact resolution and handling **25+** tickets/day
- Trained and mentored **15+** new hires quarterly, cultivating a high-performing technical support team
- Refreshed **20+** knowledge base procedures related to network/application troubleshooting and security compliance

Skills

Certifications: CompTIA Security+ · CompTIA Network+ · CompTIA A+ · AWS Certified Cloud Practitioner

Programming Languages: Python · Java · JavaScript · C · C++ · Lua · Bash · R · SQL · KQL

SIEM & Security Tools: Microsoft Sentinel · Splunk · CrowdStrike · BlueVoyant · BugCrowd · Wireshark · tcpdump

Platform & IT Tools: ServiceNow · SolarWinds · Cloud Orchestrator · Active Directory · Power BI

Dev & Collaboration Tools: GitHub · Figma · InDesign

Projects

CDT ServiceNow Helper | *JavaScript · HTML · CSS*

- Developed a browser extension that enhances ServiceNow workflows by enabling rich text formatting using hotkeys