

Matteo Mastrocola
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537 Red Coat Lane, Phoenixville PA, 19460

EDUCATION

The Pennsylvania State University <i>College of Information Sciences and Technology</i> B.S in Cybersecurity Analytics and Operations <i>Course Work: Cyber 100/S, IST 140, IST 210, SRA 211, SRA 221, SRA 231 Cyber 362</i>	University Park, PA <i>Graduation: May 2026</i> <i>GPA: 3.5</i>
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Phoenixville Area High School <i>Class of 2022</i> AP Classes: Computer Science Principles, Computer Science A, Statistics	Phoenixville, PA <i>GPA: 3.77</i>
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WORK EXPERIENCE

Victaulic <i>Intern – Desktop Engineer End User Computing</i> <ul style="list-style-type: none">Managed hardware lifecycle, evaluating departmental needs, maintaining hardware roadmaps, and preparing quotations for PC equipment for over 4000 employeesEnhanced client software management by maintaining workstation images, overseeing software testing and upgrades, and automating deployment processesProvided 2nd level PC support as a technical lead, resolving complex desktop issues and creating knowledge base documentation	Easton, PA <i>May 2024-August 2024</i>
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Penn State West Food District <i>Crew Leader</i> <ul style="list-style-type: none">Supervise and coordinate a team of 8-10 student employees, providing training, delegating tasks, and ensuring high-quality customer serviceConduct regular performance evaluations and provide constructive feedback to support student employee growth and developmentServe as liaison between management and student staff, effectively communicating workplace policies and addressing employee concerns	University Park, PA <i>January 2024-Present</i>
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Goldfish Swim School <i>Swim Instructor Deck Supervisor Front Desk Representative</i> <ul style="list-style-type: none">Leveraged technology tools to optimize front desk operations, resulting in improved guest interactions and daily workflow efficiencyManaged and mentored staff, improving team cohesion and performanceProvided excellent customer service and optimized class schedulingContributed to promotional activities and marketing efforts while navigating softwareSpecialized in training and mentoring new employees	Oaks, PA <i>November 2021-August 2023</i>
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SKILLS & CURRICULUM

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- Cyber 100/S: Used virtual machines to troubleshoot software issues across Linux and Windows environments regarding a certain web application consistently crashing, demonstrating strong attention to detail and time management skills
 - IST 140: Conducted password strength testing and decryption attempts by utilizing Java, showing basic knowledge of IT systems and troubleshooting procedures
 - IST 210: Used SQL to optimize data utilization and refine a company's business strategy by working on database design, user analysis, and MFA protocols