Maxwell Lubarsky

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Education & Coursework

University of San Francisco (Aug 2021 – Expected, June 2025) **San Francisco, CA**
B.S. Computer Science, 3.77 GPA Overall,
4.00 GPA for listed coursework.

- Coursework:
  - CS-463: Machine Learning
  - CS-411: Automata Theory
  - CS-336: Computer Networks
  - CS-315: Computer Architecture
  - CS-245: Data Structures & Algorithms
  - CS-221: C and Systems

Work Experience

University of San Francisco, ITS (May 2023 - present) **San Francisco, CA**
Application Technician

- Work alongside the application administrators and programmers to assist them with tasks they're working on, and provide technical support to clients.
- Develop new, and enhance existing documentation for application support, including documenting knowledge base articles, and updating an outage tracker.
- Manage multiple ticket queues in our ticketing system by escalating tickets to the appropriate primary and secondary support, following up with clients, and performing troubleshooting.

University of San Francisco, ITS (Jun 2022 – May 2023) **San Francisco, CA**
Help Desk Technician

- Provided technical support to faculty, staff, and students.
- Answered phone calls and provided verbal troubleshooting support.
- Assisted clients in person via walk-in.
- Created, responded, and followed-up to tickets in our ticketing system.
- Troubleshot issues with on-campus Wi-Fi networks, GlobalProtect VPN, Printing, Canvas, Cisco Jabber, Ellucian Banner, Duo Mobile, Gmail, and the University's web-based app.

Projects

- **AQI Predictor | Python**
  - Created a Long Short-Term memory recurrent neural network model that predicts San Francisco's Air Quality Index.
  - Achieved 87% prediction accuracy.

- **Network Compression Detection | C**
  - Created a standalone application that detects whether there is compression on a network link.
  - Implemented the raw sockets API.

- **RISC-V Emulator | C**
  - Created an emulator that performs the logic and execution of RISC-V instructions.
  - Implemented direct-mapped and set-associative cache memory.

Skills

- **Programming Languages:** Python, Java, C, SQL, RISC-V Assembly.
- **Software:** CLion IDE, Eclipse IDE, IntelliJ IDE, Visual Studio Code IDE, Oracle SQL Developer IDE, Git Bash, GitHub, Jupyter Notebook, Microsoft Office 365, Sublime Text, Wireshark, Ubuntu, Linux, Unix.
- **Hardware:** Windows, Macintosh.
- Fluent in English and Russian.