Maxwell Lubarsky

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Education & Coursework

University of San Francisco | San Francisco, CA   **Expected: June 2025**
B.S. Computer Science

Automata Theory, C and Systems, Computer Architecture, Computer Networks, Data Structures & Algorithms, Machine Learning, Software Development

Projects

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

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

- o **Personal Portfolio | HTML, CSS, JavaScript**
  - Developed a portfolio hosted on GitHub Pages that showcases work experience, more projects, and other information about myself.

Skills

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

Work Experience

University of San Francisco, ITS | San Francisco, CA   **May 2023 - present**
Application Technician
- o Work alongside the application administrators and programmers to assist them with tasks they're working on, and provide technical support to clients.
- o Develop new, and enhance existing documentation for application support, including documenting knowledge base articles, and updating an outage tracker.
- o 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.

                                                            Jun 2022 – May 2023

Help Desk Technician
- o Provided technical support to a total of 5000 faculty, staff, and students, by answering phone calls and providing verbal troubleshooting, as well as assisting clients in person via walk-ins.
- o Created, responded, and followed-up to tickets in the ServiceNow ticketing system.
- o 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.