

Matthew George Mirbasoo

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 [portfolio](#)

 github.com/mmirbasoo

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EDUCATION

California State University-Northridge

Los Angeles, CA

Bachelor of Science in CIT/ Domain Emphasis in Art History

Expected Graduation: May 2025

Coursework: System Management, Web Development and Hosting, Systems Security, System Design and Implementation, Human-Computer Interaction, Systems Analysis and Design, Business Data Networks, Cybersecurity, Database Management Systems and Project Management

SKILLS

Support Tools: Microsoft Office Suite, Windows 7, 10, 11, Servers, MacOS, Remote Desktop Support, Google Workspace, Active Directory, MECM, TOPAccess, ServiceNow

Languages: C++, Javascript, CSS, HTML, Powershell

Developer Tools: Git, Github, Linux

EXPERIENCE

CSUN Associated Students

Los Angeles, CA

Technical Support Assistant II

January 2024 - Present

- Upgraded and maintained software applications and hardware components on user devices, ensuring optimal performance and security.
- Conducted equipment audits, tracking inventory, verifying asset conditions, warranties and ensuring accurate records for compliance and budgeting.
- Delivered end-user support through MECM remote access, managed software deployments by organizing devices into collections, created and structured Active Directory objects, and deployed applications using pre configured packages.
- Created step-by-step instructions for end-users and updated and tested technical documentation and procedures for internal departmental use.
- Delivered technical support to 150 members of staff addressing OS (Windows, MacOS) hardware and software issues

Los Angeles City Attorney's Office

Glendale, CA

ITA Desktop Support Student Assistant

March 2022 - July 2023

- Provided technical support for over 500 employees, resolving hardware, software, remove and network issues in a high-demand legal environment.
- Managed user accounts, permissions and security protocols for sensitive legal data, rap sheets and DMV records, adhering to city and legal privacy standards.
- Led the relocation of a department's workstations and peripherals, coordinating logistics, minimizing downtime and ensuring smooth setup in the new office environment.

PROJECTS

Unified Threat Detection & Response - AlienVault USM, Active Directory

December 2024

- Implemented AlienVault USM to centralize threat detection and incident response, enhancing network security and compliance with industry standards like ISO 27001 and NIST CSF.
- Addressed challenges related to system integration, testing in a sandbox environment and ensuring timely alert response for effective threat management.

Sandbox Environment - Active Directory, Windows Server, 11, Linux

May 2024

- Created a virtual environment using Windows Server 2019, Windows 11 and Linux Mind to facilitate cross-platform document exchange and traffic monitoring.
- Configured virtual machines to send and receive documents securely, ensuring proper network connectivity and file transfer protocols between systems.
- Documented network traffic, analyzing data flow and troubleshooting issues to optimize communication between the virtualized environments.

Car-Puter - Windows 10 Installation, Hardware, Software

June 2015

- Assembled a custom computer inside a hot rod mailbox, blending aesthetic design with technical functionality while ensuring compatibility with Windows 10 OS.
- Applied hands-on problem-solving skills to modify the mailbox for airflow, enhancing system cooling with strategically placed ventilation holes and small fans.