Matthew George Mirbasoo

Los Angeles, CA | mmirbasoo@gmail.com | 818-919-8698

🌐 portfolio
github.com/mmirbasoo

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
Information Technology Student 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.
•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.
• Resolved system related issues and BIOS compatibility by reinstalling Windows 10 using an ISO file, ensuring a clean installation on the device.