

Mingson Leung

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Education

Western Governors University (WGU) - M.S. Software Engineering, Domain Driven Design Aug 2025

- Focus: Software Architecture, Quality Assurance, Microservices, Cloud Computing, Scalability

University of California, San Diego (UCSD) - B.S. Human Computer Interaction, Computer Science Dec 2023

- Focus: Data Structures, Algorithms, Web Development, Product Design, Interaction Design

Experience

Cybersecurity Defense Analyst, California Department of Technology - Sacramento, CA June 2025 – Present

- Perform advanced threat hunting and vulnerability assessments, guiding zero-day mitigation, patching, and remediation strategies to strengthen security posture for **200+** public-sector SOCaaS customers
- Analyze and validate **50+** monthly vulnerability disclosures and bug bounty reports, coordinating remediation with agency stakeholders and reducing exposure to critical vulnerabilities
- Monitor and analyze **5,000+** weekly network and cloud events, developing and tuning threat-detection logic
- Collaborate with cybersecurity vendors and InfoSec officers to refine **100+** SIEM rules and thresholds, reducing false positives by **~30%** and increasing actionable alerts

Network Operations Analyst, California Department of Technology - Sacramento, CA Aug 2024 – June 2025

- Monitored routers, switches, firewalls and mainframes via automated alerts to track availability and performance
- Responded within **15** minutes to network and application alerts, initiating troubleshooting and escalation
- Provided application support to staff and customers, resolving **200+** incidents and **50+** requests per month
- Developed and updated **20+** support procedures and flowcharts to streamline team workflows

Web Design & Development Contractor, Mercor Intelligence - Remote (San Francisco, CA) Feb 2025 – June 2025

- Stress-tested React apps by validating end-to-end functionality, uncovering **10+** performance issues pre-deployment
- Logged **50+** structured UI/UX findings on an AI feedback platform, guiding iterative design updates
- Reviewed and curated **5,000+** LLM outputs with researchers, improving dataset quality and model reliability

Information Technology Lead Technician, University of California, San Diego - La Jolla, CA Sept 2021 – Oct 2023

- Supported **50,000+** users with technical inquiries and service requests through phone, email, chat, and ServiceNow
- Troubleshoot enterprise network devices, Active Directory/RACF accounts, EdTech software, and vendor outages, achieving a **90%+** first-call resolution rate and resolving **25+** tickets per day
- Trained **15+** new staff quarterly on ITIL workflows, secure troubleshooting, and privacy compliance (PII, FERPA)
- Refreshed **30+** troubleshooting and compliance procedures, standardizing workflows and boosting team efficiency

Skills

Certifications: CompTIA Security+ · CompTIA Network+ · CompTIA A+ · AWS Certified Cloud Practitioner

Programming & Scripting: Python · JavaScript · Java · SQL · KQL

Security Tools & Platforms: Microsoft Sentinel · Splunk · CrowdStrike · Active Directory · Wireshark · tcpdump

IT & Development Tools: ServiceNow · SolarWinds · GitHub · Figma

Projects

Lightnote | *Next.js, Tailwind CSS, Kinde, Supabase, Prisma, Shadcn/UI, Stripe*

- Built a Next.js note-taking app with secure passwordless and OAuth authentication using Google and GitHub
- Integrated Stripe subscriptions and webhooks for notifications, built a real-time custom customer portal
- Designed efficient data operations with Supabase and Prisma, ensuring flexible queries and smooth performance