GIOVANI FUENTES

EDUCATION

New Mexico State University	Las Cruces, NM	Aug 2022 - Present
B.S. Computer Science	●GPA: 3.647	Expected: May 2026
Dean's List Spring 2023	Vice President, Cybersecurity Club 2025	Captain, NMSU Marching Band

Relevant Coursework:
- Computer Security ● Linux Administration ● Data Structures and Algorithms ● Object Oriented Programming
- Machine Prog and Org ● Computer Networks I ●Compilers and Automata Theory ●Cloud Computing

WORK EXPERIENCE

Student IT Technician   **New Mexico State University**   **Sep 2022 – Present**

- Resolved technical issues for 800+ work orders, providing support for **financial systems** used by departments such as Payroll and Accounts Payable
- **Updated software** on computers and devices, ensuring systems are up-to-date
- **Troubleshoot** technical issues related to financial systems (e.g., Quickbooks, Cashnet)
- Managed **Microsoft Active Directory** users and devices across 150+ machines
- Assisted in the **migration** of 100+ Windows 10 machines to Microsoft Intune Windows 11
- **Trained 30+** users in software and hardware usage
- **Configured and deployed** 150+ computers for faculty, staff, and students
- Delivered **technical support** via help desk tickets and in-person consultations.
- Entrusted with the **secure destruction** of 1000+ hard drives, safeguarding sensitive data for NMSU and its campuses in compliance with data security protocols

Computer Technician Intern   **Gadsden Independent School District**   **Aug 2021 - Jul 2022**

- **Installed and configured 50+** devices for classroom and staff use
- Conducted cable and electrical connections between machines with **cable management.**
- **Tested and repaired** dozens of chromebooks, reducing downtime for students

AWARDS

- **National Cyber League CTF Individual Diamond Badge (Fall 2025):** Competed alone in different cybersecurity challenges. Placed in the 74th percentile nationally.
- **National Cyber League CTF Team Game Diamond Badge (Spring 2024):** Competed with a team of 7 with different cybersecurity challenges. Placed 116th place from 4199 total teams nationally.
- **National Cyber League CTF Individual Game Platinum Badge (Fall 2024):** Competed alone in different cybersecurity challenges. Placed in the 69th percentile nationally.
- **National Cyber League CTF Team Game Platinum Badge (Fall 2024):** Competed with a team of 7 with different cybersecurity challenges. Placed 80th percentile in the experienced bracket nationally.

PROJECTS

Access Database Modernization (Microsoft Access / Oracle / VBA)
- Assisted in upgrading a legacy Microsoft Access database from 32-bit to 64-bit Office compatibility.
- Updated VBA code using PtrSafe declarations and resolved compatibility issues with Windows API calls
- Troubleshoot ODBC-linked Oracle tables and pass-through queries during migration
- Improved system stability for daily use by administrative and financial systems

Focus App - Adaptive Productivity Timer (Human-Centered Computing)
- Designed a Pomodoro-inspired productivity application emphasizing flexibility over rigid time cycles
- Conducted user research and usability testing using a low-fidelity "Wizard of Oz" prototypes
- Iterated designs based on qualitative feedback to reduce cognitive load and improve clarity
- Collaborated with a teammate to prototype task management, adaptive timers and motivational feedback
- Balanced simplicity and functionality through iterative UI refinement

SKILLS

- **Programming Languages:** Java(proficient) Python, Assembly, Yacc, Lex, C++, C#, Powershell, Batch, SQL
- **Systems & OS:** AlmaLinux, Windows Administration, Active Directory, Intune
- **Tools & Software:** VSCode, Eclipse, jGrasp, Office 365, Adobe Acrobat
- **Technical Skills:** Network Troubleshooting, Device Deployment, User Training and Documentation, Issue Tracking