Mario Dante Getaw Jr.

7598 Danbury Cir, West Bloomfield, MI, 48322 | (586) 258-9742 | mariogetawjr@outlook.com
| www.linkedin.com/in/mario-getaw-jr | https://github.com/MarioDanteGetawJr |

Professional Summary

I am a motivated IT Professional, passionate about contributing to solutions that positively impact organizations and their people. I excel in collaboration, communication, and technical problem-solving while consistently maintaining the confidentiality, integrity, and availability of assets.

Education

B.A. IN COMPUTER SCIENCE (CYBERSECURITY CONCENTRATION) | 3.7 GPA - MAGNA CUM LAUDE | MAY 2025 | WITTENBERG UNIVERSITY, SPRINGFIELD, OHIO

COMPTIA SECURITY+ | MAY 2024 | CERTIFICATE ID – COMP001022486920

Skills & Qualities

· Python Coding	· Remote Desktop	· Security Analysis	· VMware	· Customer Service
· Java Coding	· Active Directory	· Security Frameworks	· Windows	· Sales
· Kali Linux	· Ticketing Systems	· Networking Protocols	· VirtualBox	· Collaboration
· Troubleshooting	· Office 365	· Help Desk Support	· Documentation	· Communication

Work Experience

HELP DESK TECHNICIAN (Level 1) | TEKSYSTEMS | JUNE 2025 – PRESENT

· Handling of inbound technical support phone calls, chats, and emails related to NRTC's partners and clients. Dealing heavily with networking, email, phone, and video issues.

· Use of Remote Desktop tools to troubleshoot and resolve IT issues (SimpleHelp).

· Manage tickets within ticketing systems (eTickets, elations, iVUE Connect TMS) to document interactions.

SUBARU CONCIERGE TEAM REP | SHIFT DIGITAL | MAY 2024 – AUGUST 2024

· Took calls from customers to schedule appointments, answer questions, and send hot leads to service advisors, salesmen, and other relevant departments at Subaru dealerships.

Other Experience - Projects / Activities

· Set up a virtual hacking lab using VirtualBox, with a pfSense virtual machine serving as a router, and a Kali Linux virtual machine to do things such as SQL injections, password-based attacks, OSINT, and Reverse shell clients, most of which are heavily documented in my GitHub Portfolio.

· Constructed an Active Directory Domain from scratch in VMware (in GitHub Portfolio).

· Participated in the NCL (National Cyber League) individual and team competitions multiple times.

Extracurriculars & Leadership

· College football player for 4 years at Wittenberg University – 3-year letter.

· Captain of the 2024 Wittenberg football team.

· Interned as a Strength & Conditioning Coach at Wittenberg University.

Professional References

Nate Phillps
Head Strength & Conditioning Coach - Wittenberg University
phillipsn@wittenberg.edu
304-559-8161

Adam Parker, Ph.D
Professor of Mathematics - Wittenberg University
aparker@wittenberg.edu
937-620-4052

Allan Moore
Defensive Coordinator - Wittenberg University
moorea51@wittenberg.edu
614-406-5135

Jovon Johnson
Defensive Coordinator - Denison University
johnsonjd@denison.edu
216-244-1206

Seth Warren
Assistant Strength & Conditioning Coach - Middle Tennessee State University
seth.warren@mtsu.edu
256-508-5780