Will Gusackova

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EDUCATION:

University: *South East Technological University SETU Waterford*
Date: 2023-2027
Course: Computer Forensics and Security BSc (Hons)

Subjects Year 1: Security and Forensics, Computer Systems, Programming Fundamentals, Physics, Maths.

Subjects Year 2: Computer Networks, Data Structures, File System Forensics, Operating Systems, Databases, Applied Cryptography, Forensic Accounting and Fraud Audit, Software Engineering, Statistics.

Subjects Year 3: Dev Ops, NoSQL Databases, Network Forensics, Professional Practices, Legal Principles of Computer Forensics, Web App Development 2.

Current Average Grade: A 2.2

Second Level: Leaving Certificate Completed 2023

Graded cybersecurity research reports:

- *Buffer Overflows in C* (90%)
- *Software Vulnerability Breaches* (85%)
- *Threat Modelling for Secure Software Engineering (85%)*

SKILLS:

Zero-Days Hackathon, Dublin:
- Participated in cybersecurity hackathon with a focus on Linux
- Captured multiple flags through vulnerability exploitation
- Executed ethical hacking techniques using Linux tools to capture flags and exploit system vulnerabilities

Cyber Security Vulnerabilities:
- Researched and reported on high-priority CWE vulnerabilities and OWASP Top 10 threats; reports scored 85–90%
- Ethical hacking: SQL injections, prevention and defence
- Developed multiple C and Java applications; code available on GitHub.

Forensics:
- SleuthKit (TSK) and autopsy
- Authored forensic reports in LaTeX with focus on deleted file recovery, steganography, and data analysis.
- File system analysis: FAT32, NTFS and disk imaging with dd via windows terminal

Red Hat:
- Completed official Red Hat training; developed practical knowledge of Linux system administration, including file permissions, user management, networking, system services and basic shell scripting

WORK EXPERIENCE:

Company: RelateCare   **Position:** Medical Appointment Desk   **Date:** Summer 2024

Responsibilities/ Duties:

- Delivered remote appointment and customer support for Cleveland Clinic, the #2-ranked hospital in the U.S.
- Handled 80–110 inbound patient calls daily, maintaining a 94% satisfaction rating.
- Used EPIC and MyChart systems to schedule appointments, verify patient details (HIPAA/GDPR compliance), and resolve access issues.
- Performed administrative tasks via a virtual machine, including data entry, insurance verification, and troubleshooting patient portal issues.

Skills gained:

- System navigation and data handling in healthcare software (EPIC, MyChart)
- Clear, empathetic communication under pressure
- Time management and multitasking in a high-volume, regulated environment
- Familiarity with data privacy standards (HIPAA, GDPR)

Reference: Michael Webb, Team Leader: 0879677554

Company: Green Landscapes   **Position:** Chief Executive Officer   **Date:** 2020

Responsibilities/ Duties:
• Invoice Management / Creation   • Customer Support   • Schedule Organiser   • Accounting

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Company: Costa Coffee   **Position:** Barista / Waiter   **Date:** 2023

Skills gained: Customer Service, Beverage Preparation, Task Delegation, Teamwork, Barista.
Reference: Andrius, Manager: 0469031484

VOLUNTEERING

Peer to Peer (P2P): Assisted new students with orientation, registration checks, and student ID distribution.
Student Ambassador: class guidance, student support, troubleshooting Wi-Fi connections.
Volleyball club president: Events & team coordination.

INTEREST
- Developing skills in Nmap for network scanning and vulnerability detection.
- Improving Wireshark proficiency for packet analysis and traffic inspection.
- Interested in cybercrime trends, data breaches, malware campaigns, and DoS attacks.

ACHIEVEMENTS
Boosted SETU Volleyball Club's social media engagement by 76% through targeted campaigns and event promotions, experience in organizing events and Interrailing planning of a youth group committee improving 95% enjoyment rate of events.
Committee member reference: The Manor: 086018961

CERTIFICATION	LANGUAGE
Volleyball Referee	Russian
Best Volleyball player (2024-2025)	
Safeguarding	