

# GRACIELA GUEVARA

+1 (956) 588-7085 | gracielaquiv7@gmail.com | 8401 Las Palmas Dr. Pharr, TX 78577 | Portfolio

CompTIA Security+ Certified | Aspiring IT professional with a foundation in technical support, system troubleshooting, and cybersecurity principles. Experienced in customer-facing roles resolving hardware and software issues in high-pressure environments. Secret clearance eligible.

## CERTIFICATIONS

---

**CompTIA Security+ (SY0-701) - Credential ID:** View  
May 2025

## PROJECTS & OUTSIDE EXPERIENCE

---

### SOAR & EDR: LimaCharlie LaZagne Automated Detection

- Designed and implemented an automated incident response pipeline using LimaCharlie, Tines, and Slack to detect credential-harvesting activity on endpoints
- This project simulated real-world help desk escalation and SOC workflows, including log analysis and alerting.

### DoD Cyber Sentinel Challenge (2025)

- Ranked 717 out of 2,155 participants.
- Diagnosed security vulnerabilities in CTF-style environments across networking, OSINT, malware analysis, and web exploitation
- Gained practical experience with packet captures, decoding, Linux forensics, and reporting.

### Distributed Systems Deployment & Data Analysis Project

- Deployed a distributed web scraping system using Python's Ray library on Azure VMs (head + worker node) to collect and process 500+ real estate listings via Rapid API, demonstrating infrastructure setup, troubleshooting, and data handling in a production-like environment.

### Responsive Web Application Development

- Created and deployed a full-stack application using HTML, CSS, and JS
- Debugged client-side issues and ensured accessibility, performance, and responsive design across platforms.

## EDUCATION

---

**University of Texas at Rio Grande Valley**  
*Bachelor's, Computer Science*

**August 2021 - December 2024**

## PROFESSIONAL EXPERIENCE

---

### UTRGV

*Lab Consultant | 30 hours/week | Salary: N/A*

**Edinburg, TX, USA**

*January 2023 - December 2024*

- Provided Tier 1 technical support for 100+ students weekly, resolving access/printing issues across Windows/Linux environments
- Diagnosed and escalated hardware problems while documenting solutions in internal ticketing tools.
- Configured lab environments, maintained user profiles, and supported routine system troubleshooting

### Walgreens

*Pharmacy Technician | 30 hours/week | Salary: N/A*

**Weslaco, TX, USA**

*January 2021 - November 2021*

- Supported real-time issue resolution for prescription processing and insurance claim errors.
- Interfaced directly with customers and third-party providers to maintain service continuity and HIPAA compliance.
- Gained experience working under regulatory constraints in fast-paced environments.

## SKILLS

---

**Skills:** Python, JavaScript, SQL, HTML/CSS, Linux/Unix, Wireshark, Splunk, Git, JIRA, Kali Linux, C/C++, Nmap, Azure, AWS, Splunk