

# Joshua Ovalle

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## PROFESSIONAL SUMMARY

Cybersecurity professional with a military background and hands-on experience in incident response, threat analysis, and system hardening. Certified in Security+ and A+, with a strong foundation in GRC, phishing analysis, and SOC operations. Focused on protecting systems and strengthening organizational security.

## TECHNICAL + SOFT SKILLS

|                                    |                                  |  |
|------------------------------------|----------------------------------|--|
| <b>Cybersecurity Fundamentals</b>  | <b>Network Troubleshooting</b>   | <b>Team collaboration</b>                |
| <b>Incident Response support</b>   | Analytical Research              | Simplifying complex issues for end users |
| <b>Risk Analysis</b>               | Aware of Security best practices | Adaptability in high stress environments |
| <b>Familiar with SIEM (SPLUNK)</b> | Independent worker               | User Education & training                |

## EDUCATION

**Texas A&M University at San Antonio | San Antonio, Texas**

Completion: May 2023

Bachelor's degree

Relevant coursework: Ethical Issues in Computing, Business Ethics & communication, Security Risk analysis

**My Computer Careers | Online**

Completion: Oct 2024

Completion of ITSA (Information Technology Security & Administration Program)

## CERTIFICATIONS

CompTIA A+ | Exp: 2027

CompTIA Security+ | Exp: 2027

Microsoft Certified: Security, Compliance, and Identity Fundamentals

Microsoft Certified: Azure AI Fundamentals

Microsoft Certified: Azure Fundamentals

Linux Professional Institute Certification (LPIC 1)

NSA/DHS Cyber Defense Education Certification

## PROJECTS

**HACKTHEBOX | Hands-On Virtual Labs**

2023 - Present

Installed and setup VirtualBox, use RDP to access server for virtual labs

Enrolled in SOC Analyst career path training

Practice threat hunting using Elastic and going over threat hunting fundamentals

Practice log investigation with Splunk

Perform network traffic analysis

Practice malware analysis

Security Monitoring and SIEM Fundamentals

**GITHUB | Cognitive Security Blog / Research**

<https://github.com/j-zilla210/ZillaCOGSEC>

2025-Present

Researching cognitive security risks including misinformation, social engineering, and emerging AI threats

Exploring the intersection of cybersecurity, psychology, and AI in the context of digital literacy and safety

## **WORK EXPERIENCE**

### ***Help Desk Technician | FirstDay Foundation | San Antonio, Texas, United States***

Aug 2023–Present

- Diagnose and resolve technical software, hardware, and network issues for a 500+ user base, enhancing operational efficiency and user satisfaction.
- Implement troubleshooting techniques that reduced response times by 20%, ensuring prompt service delivery across the organization.
- Document issues and resolutions in the help desk system, contributing to a knowledge base that has been utilized for employee training and development.
- Collaboration with cybersecurity teams to support incident response tasks, reinforcing the organization's security framework.

### ***Help Desk Technician | McNay Art Museum | San Antonio, Texas, United States***

Jul 2022–August 2023

- Provided technical support for over 200 end-users, being recognized for an exceptional service that resulted in a 95% satisfaction score.
- Assisted in the maintenance of IT assets and updates across the museum's systems, optimizing technology usage in a museum setting.
- Developed simplified user guides to facilitate technology onboarding for staff, fostering better adaptability to IT systems.

### ***Aviation Electronics Technician | US Navy | San Diego, California, United States***

Nov 2013–January 2017

- Coordinated scheduled maintenance for multidisciplinary teams, ensuring timely performance checks of airborne electronic systems.
- Led troubleshooting initiatives that increased equipment reliability, directly impacting fleet readiness and mission success.
- Documented technical procedures for training purposes, enhancing team effectiveness by providing guidance based on hands-on experience.
- Executed the removal and replacement of defective components, significantly reducing equipment downtime and contributing to more efficient operations.

### ***Consolidated Automated Support System Technician | US Navy | San Diego, California, United States***

Apr 2013–February 2015

- Maintained and repaired safety-critical arresting gear engines, enhancing safety protocols for high-stakes operations on naval aircraft carriers.
- Conducted preventative and corrective maintenance checks that ensured compliance with stringent military regulations and standards.
- Collaborated with engineering teams to optimize systems performance, which strengthened the overall operational capacity of the naval fleet.
- Played a critical role in observing and supporting safe flight operations, fostering teamwork and communication among flight crews