

Joshua Ovalle

JGOVALLE@GMAIL.COM | 2103928783 | www.linkedin.com/in/joshua-ovalle-forhire

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

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|-----------------------------|----------------------------------|--|
| Cybersecurity Fundamentals | Network Troubleshooting | Team collaboration |
| Incident Response support | Analytical Research | Simplifying complex issues for end users |
| Risk Analysis | Aware of Security best practices | Adaptability in high stress environments |
| Familiar with SIEM (SPLUNK) | 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

- Built virtual labs using VirtualBox; remote access via RDP
- Practiced threat hunting with Elastic and log investigation in Splunk
- Perform malware analysis, network traffic review, and SIEM fundamentals
- Studied alert triage, incident detection, and MITRE ATT&CK mapping

GITHUB | Cognitive Security Blog / Research

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

2025-Present

- Researching misinformation, social engineering, and emerging AI risks
- Writing blog articles focused on digital literacy and parental internet safety
- Studying how cognitive bias and persuasive design intersect with cybersecurity
- Exploring future work in AI manipulation detection and behavioral risk modeling

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