

Jacob Acuna

REDACTED | REDACTED | <https://www.linkedin.com/in/jacob-acuna1/>

EXPERIENCE

IT Systems Intern

May 2024 – July 2024

Sweetwater

Fort Wayne, IN

- Collaborated in the implementation, modification, and troubleshooting of computer systems services over 3,000 endpoints and 2,500 users
- Managed devices using JAMF's MDM solution. Utilized Infoblox to manage DHCP rules, and utilized SNIPE's asset inventory features
- Maintained an impressive average response rate of less than 10 minutes, furthermore I consistently achieved an average ticket rating of 5 stars for help desk issues
- Developed proficiency with Mac, Linux, and Windows Server Systems, gaining hands-on experience with key server technologies and platforms. Acquired working knowledge of Python and Bash strengthening my scripting and automation skills
- Executed project management skills by developing a plan to upgrade the images on 150+ Raspberry Pis

Infrastructure Team Member

April 2024 – Current

UTSA – Computer Security Association

San Antonio, TX

- Utilized Confluence to document appropriate CSA guidelines and practices
- Implemented Proxmox to host VMs that are critical to CSA infrastructure, managing 70+ terabytes of RAID storage
- Hosted RvB competitions that allowed club members to practice attacking and defending in a real-world situation
- Incorporated best security practices using Active Directory to manage permission and create GPO's

CERTIFICATIONS

- CompTIA Security + April 2024
- CompTIA CySA+ July 2024
- IBM Cloud Computing February 2024

EDUCATION

University of Texas at San Antonio

2023-2025

BBA, Cyber Security, Information Systems

3.97 Deans list

COMPETITIONS

- 2024 National Center for Academic Excellence (NCAE): **Southwest Division 3rd Place** 2024
- RowdyHacks 2024

PROJECTS

Metasploit Home Lab

- Developed and maintained a Metasploit home lab environment for hands-on cybersecurity practice in vulnerability assessment and penetration testing.
- Utilized network scanning applications like NMAP, and MASSCAN as a way for reconnaissance and identify live hosts, open ports, and services that are running.
- Analyzed network traffic using Wireshark to better understand network communications and detect potential threats

SKILLS

- Communication, Team Collaboration, Problem Solving, Technical Writing, Customer Service