Jacob Acuna

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

WORK EXPERIENCE

Sweetwater   **2024–2024**
IT Systems Intern   *Fort Wayne, IN*

- Assisted in the implementation, modification, and troubleshooting of computer systems services over 3,000 end-points and 2,500 users
- Managed devices using JAMF's MDM. Utilized Infoblox to manage DHCP rules, and utilized snipes asset inventory features
- Gained experience with personal computer troubleshooting and problem-resolution skills, enhancing my ability to quickly identify and resolve technical issues
- Developed proficiency with 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

Piada Italian Street Food   **2021-2024**
Supervisor   *Sugarland, TX*

- Led a dynamic team of up to 8 individuals in a fast-paced restaurant environment, exceeding sales of $10,000 a day. Created a work process ensuring cleanliness and service efficiency which shaped future onboarding training
- Focused on delivering exceptional customer service by addressing and resolving challenges in a timely and efficient manner
- Created a work process ensuring cleanliness and service efficiency, which shaped future onboarding training

CERTIFICATIONS

- CompTIA Security +   April 2024
- IBM Cloud Computing   February 2024
- Google Cybersecurity Professional Certification   January 2023
- CompTIA CySA+   (Expected July 24)

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, Leadership
- Virtualization, Windows OS, Kali Linux OS, Python, SQL, Jira, Jamf, Infobox