

Oswaldo Garcia

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Cybersecurity student with hands-on IT operations experience. Experienced in Tier 1/2 support, Windows systems, MFA, firewall configuration, and infrastructure hardening through competitive cyber labs. CompTIA Security+ in progress.

EDUCATION

University of Tennessee at Chattanooga Bachelor of Science in Computer Science	Anticipated May 2026
Cleveland State Community College Associates of Science in Computer Science	Completed May 2023

Work Experience

University of Tennessee at Chattanooga, Chattanooga, TN IT Student Assistant	2025 – Present
<ul style="list-style-type: none">• Provided Tier 1 and Tier 2 support for students, faculty, and staff, including password resets, Duo Mobile 2FA setup, and account troubleshooting.• Delivered hands-on support for device registration and network access using enterprise network access control and device management tools.• Assisted with Windows 11 upgrades by following structured checklists, performing data backups, BIOS/driver updates, and application installations.• Conducted remote support sessions via RDP to troubleshoot issues with VPN, Microsoft Outlook, Adobe software, and printer configurations.	
Walmart, Cleveland, TN Online Grocery Shopper	2021 – Present
<ul style="list-style-type: none">• Achieved high accuracy in order picking and inventory management while operating under tight deadlines.	

Projects & Competitions

NCAE CyberGames Competition	2025
<ul style="list-style-type: none">• Competed in a 7-hour infrastructure setup and protection competition, implementing security measures on MikroTik routers.• Performed infrastructure setup, including router configuration and DNS management.• Configured firewall rules, access controls, and implemented access controls and traffic filtering to reduce attack surface	
RISC-V Disassembler and Simulator	Java
<ul style="list-style-type: none">• Designed and implemented a complete RISC-V disassembler and cycle-accurate simulator in Java.• Parsed 32-bit instruction words to generate human-readable assembly (supports beq, bne, blt, sw, add, sub, and, or, addi, andi, ori, sll, sra, lw, jal, and break).• Generated disassembly and simulation trace files showing register state, memory contents, and execution cycles.	

SKILLS & OTHER

Cybersecurity Tools: Wireshark, HxD, Autopsy, Nmap, Metasploit

Languages: Java, Python, PHP, HTML, SQL

Tools & Systems: VS Code, Eclipse, enterprise network access control tools.

OS & Platforms: Windows 10/11, Microsoft 365, GitHub

Certifications: CompTIA Security + (In Progress)