

Gabriel Arturo Miranda Castrellon

Fayetteville, AR

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Skills

Programming Skills	C++, C#, Java, JavaScript, HTML/CSS, Python, MySQL, PHP
Operating Systems	Linux, macOS, Windows 10/11
Soft Skills	Analytical Problem Solving, Teamwork, Patience, Adaptability, Responsibility, Technical Communication

Education

University of Arkansas

Fayetteville, AR

BS in Computer Science with Cybersecurity Concentration

Fall 2021 - Current

- **Expected Graduation:** Spring 2025
- **Courses:** Databases, Operating System, Network Data Security, Information Security, Software Engineering
- **Others:** Minor in General Business and Cybersecurity and Data management certification
- **Certifications:** ISC2 Certified Cybersecurity, ESET Certified Technician

Work Experience

University of Arkansas Housing

Fayetteville, AR

IT Technician

February 2022 - Current

- Provide comprehensive network support for residential buildings on campus, including troubleshooting access points, ports, and managing cabling for data closets
- Conduct lifecycle management and annual auditing of university-owned equipment.
- Respond to support requests via portal tickets and phone calls, ensuring timely and effective resolution of connectivity issues.
- Assist students and staff with various IT issues, enhancing overall network performance and user satisfaction.
- Lead and coordinate IT projects, ensuring successful implementation and completion

University of Southern Indiana

Evansville, IN

Desktop support technician

August 2019 - May 2021

- Provided comprehensive software and hardware support for all university-owned computers.
- Responded to support requests primarily via the ticketing system and help desk calls, ensuring rapid resolution of issues..
- Assisted university staff and faculty with a wide range of technical problems, maintaining high levels of system functionality and user satisfaction.
- Collaborated with inventory management and prepared new computers for deployment, including performing secure data wipes on decommissioned devices.

Micro Technology

David, Panama

IT Intern

Summer 2017, Summer 2018

- Gained hands-on experience in troubleshooting hardware and software issues.
- Learned to install, configure, and manage ESET antivirus software using the ESET console.
- Achieved certification as an ESET technician through completing cybersecurity courses.
- Assisted with various IT support tasks, enhancing technical skills and practical knowledge in a professional environment.

Relevant Projects

Informative Website

Ritmir Ventures

Fall 2022 - Spring 2023

- Developed an informative website using a WYSIWYG software.
- Presented information about companies, news articles, and a biography of the firm owner.

JB Hunt Hackathon

Fayetteville, AR

University of Arkansas

Fall 2022

- The theme was IoT devices.
- Work with a team that created an alert system based on facial recognition and visual LEDs.
- Created using Raspberry Pi, a webcam, a LED display and Python 3.
- Developed an alert system using IoT devices for a doorbell camera with facial recognition and visual LEDs

Software Engineering Project using Python3

Laser Tag Simulation Software

Spring 2024

- Utilized User Datagram Protocol (UDP) for transmitting and receiving data between game components.
- Integrated a database for managing player information, including creation, storage, and updating of player profiles.
- Ensured robust data handling and real-time performance, enhancing the realism of the simulation.
- Developed a simulation software mimicking a real-world laser tag arcade system.

Database Project

NFL Teams Database Management

Spring 2024

- Created a web-based application for managing schedules, teams, and players of NFL teams.
- Designed a user-friendly interface with a menu.html file providing various options for data manipulation.
- Developed backend functionality using PHP and MySQL to store and manage data related to teams, games, and players.
- Enabled users to add, update, and delete records efficiently, ensuring data integrity and usability.