Triston Oswald

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EDUCATION

Georgia Institute of Technology   **Atlanta, GA**
Bachelor of Science, Major in Computer Science; GPA: 3.93   **June 2021 – December 2024**
Relevant Classes: Network Systems; Database Systems; Algorithm Design & Analysis; Software Objects & Design; Incident Response; Software Engineering

SKILLS

- **Platforms**: ServiceNow, Cisco Prime, Cisco DNAC, Cisco Finesse, Hiwatt, SharePoint, Microsoft Office, OBS, GitHub, Power Automate, InSSiDer, XSOAR, CortexXDR, Elastic, Quest KACE, Power Bi, Nexus Dashboard, Cisco IOS
- **Languages**: Python, Java, HTML, CSS, JavaScript, TypeScript, P4, PHP, SQL, PowerShell
- **Technical**: Git, VNC, SSH, FTP, Laravel, React.js, Node.js, Unix terminal, Cisco Switch Terminal, MacOS, Windows, IT support, full stack development, server administration, data analysis, software engineering, system deployment, network administration, IT compliance
- **Certifications**: Microsoft Office Specialist: Word 2016, Fortinet NSE 1

WORK EXPERIENCE

Georgia Tech Office of Information Technology   **Atlanta, GA**
Access-Layer Network Support   **August 2023 – Present**
- Deployed Cisco Catalyst 9402 switches and heat sensors; linked and tested fiber and ethernet cabling between IDF and MDF switches.
- Investigated Wi-Fi and AP outages; enabled POE, configured DVLAN settings, and traced AP ethernet wires back to switch to troubleshoot.
- Handled network errors and VLAN troubleshooting, trunked ports and set access-layer switch configurations as necessary.
- Contributed to device scripting and network automation projects utilizing Juniper and Cisco device configuration APIs.

Huber Engineered Materials   **Atlanta, GA**
IT & Compliance Intern   **May 2023 – August 2023**
- Repaired, imaged, and distributed Dell laptop and desktop computers through a PXE network connection using Quest KACE and PCMover.
- Assisted with AD user creation, MDM device management, and pushing security compliance patches for over 50 laptops.
- Oversaw extensive inventory of Dell laptops; packaged and shipped end-of-lease machines back to manufacturer and updated checklists.
- Aided with helpdesk duties, customer support, and ticket management related to Windows application and laptop support.

Georgia Tech Office of Information Technology   **Atlanta, GA**
SOC Security Analyst   **March 2023 – December 2023**
- Orchestrated malware and phishing alert triage and analysis using SIEM and SOAR technology in Palo Alto CortexXDR and XSOAR.
- Identified compromised systems and communicated with system administrators through ServiceNow regarding resolution steps.
- Analyzed network traffic data to determine validity of threat alerts using queries in Elastic.
- Handled approximately 15 malware reports/day; handled up to 50 phishing reports/day depending on report volume.
- Contributed to development of technical cybersecurity projects such as ticket generation and alert filtering web applications.

Wreck Techs   **Atlanta, GA**
Lead IT Help Desk Support & Developer   **May 2022 – August 2023**
- Managed teams of helpdesk agents and directed IT ticket and fieldwork workflows; assisted with hiring, documentation, and training.
- Implemented automatic ServiceNow queue monitoring system to detect new incidents and alert on-duty agents via Microsoft Teams.
- Developed new internal employee website with account authentication, used APIs to create technical interfaces and dashboards.
- Resolved technical issues pertaining to account support, internet support, wired network support, email support, and software support.
- Revamped internal SharePoint knowledge base; updated ~40 technical and policy articles, designed marketing and brand material.

RECENT PROJECTS

Swift iOS Mobile Game Companion   **November 2023 – December 2023**
- Designed an application to assist users who play the Clash Royale mobile game with card mastery info, profile statistics, and a card deck building feature using the official game API.
- Divided project into three agile sprints to be completed with a small team in approximately one month.

React Carbon Footprint Estimation Tool   **October 2023**
- Developed web interface for selecting routes and calculating carbon impact based on transport mode parameters. Data calculated and routes displayed using public APIs.
- Created in under a month with a small team and deployed on GCP.

ChromeOS Authenticator Web App   **September 2023 – May 2024**
- Collaborated with Google mentors and a small team to design a native multifactor authentication platform for ChromeOS users.
- Split the development process into multiple MMFs and sprints that span approximately 4 months, updated supporting documentation.

TypeScript ServiceNow Ticket Generator   **September 2023**
- Recreated existing JavaScript ticket generation tool in Next.js for use on an upcoming Georgia Tech SOC web tool to help automate tickets.

React Database Controller   **May 2023**
- Created website using Node.js and React.js to interface with large database for a simulated airline.
- Constructed EERD diagrams and wrote MySQL scripts with a team to create database schemas with proper relationships and keys.

PHP Employee Dashboard Web App   **January 2023 – August 2023**
- Produced website in Laravel 9 used for accessing knowledge, managing employees, and registering devices.
- Utilized APIs to extract ServiceNow knowledge search results, dashboard ticket numbers, and post device registration requests.
- Developed several wiki template pages, administration dashboards, table management, and submission forms with scalability in mind.

JavaScript Network API Web Interface   **October 2022 – January 2023**
- Developed prototype façade site for the GT Book of Knowledge with a partner during HackGT using Laravel 9 framework.
- Implemented Georgia Tech's network API, focused on layout optimization and implementing features useful to IT help desk.

JavaFX Pac-Man Game   **August 2022 – December 2022**
- Worked to produce a fully functional Pac-Man game in Java/JavaFX with a small team over the span of 4 months.
- Collaborated with team to create entity AI, smooth character movement graphics, original game mechanics, and random map selection.

JavaFX Wordle Game   **April 2022**
- Produced word game in JavaFX similar to Wordle with a custom word bank and colorful graphics.
- Designed the application layout and game mechanics in under two weeks, fully replicated all functionality from the original game.