

Eduardo Hernandez

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Technical Support, Help Desk, Service Desk,
and Desktop Support

Analytical student pursuing AAS in Computer Information Systems with a specialization in Cloud Computing, poised for success in a System Administration internship or a Cloud Computing internship.

Technical Proficiencies

Operating Systems:	Windows Server 2012 R2 and 2016, CentOS, Redhat, and Ubuntu
Programming Language:	Python
Database:	SQL, MySQL, and SQLite
Scripting:	Bash, Powershell, and Python
VMs:	VMware, Oracle VM Virtualbox, and Hyper-V
Cloud Computing:	AWS

Career Experience

Ghost Systems Inc.,
IT Technician

January 2024 – Present

- Troubleshoot computer problems for clients, such as hardware, software, or network issues.
- Troubleshoot internet issues for clients, such as connectivity, speed, or security problems.
- Write blogs on IT topics, such as tips, trends, or reviews, for the company website.
- Install and configure printers and other devices for clients, according to their needs and preferences.

Optica Omega, Mexico,
IT Assistant

June 2022 – August 2023

Implemented scalability measures, trained users, configured POS terminals and CCTV cameras, maintained server and database integrity, and oversaw the Windows Server 2016 domain network. Stay updated with cutting-edge technologies for organizational systems.

- Achieved a remarkable 90% improvement in operational efficiency.
- Achieved a 99% uptime rate, contributing to a notable 95% customer satisfaction level.
- Increased speed by 80% via enhanced scalability and performance.
- Decreased average resolution time by troubleshooting common MS Office and Windows issues.
- Developed and maintained a robust and secure organizational network infrastructure.
- Provided reliable technical support, guiding users to a smooth and efficient experience.

Fired Up Staffing LLC,
Labor

August 2020 – April 2021

A hardworking and reliable warehouse worker with one year of experience in loading, unloading, counting, inspecting, and storing inventory. Skilled in assisting forklift operators and using pallet jacks and hand trucks. I can work in a fast-paced and dynamic environment.

- Maintained a clean and safe work environment by following company policies and procedures.
- Loaded and unloaded delivery vehicles and verified inventory accuracy and condition.
- Marked, labeled, and stored inventory according to specifications and prepared it for shipment.
- Communicated errors and discrepancies to relevant parties and resolved issues promptly.
- Collaborated with other warehouse workers and supervisors to ensure smooth and efficient operations and meet customer expectations.
- Demonstrated leadership and initiative by taking on additional tasks and responsibilities when needed.

Education

AAS degree in Computer Information Systems with Specialization in Cloud Computing (Expected: 2024)
Laredo College, Laredo, Texas

Coursework:

- Fundamentals of Networking Technologies and Information Security
- Information Technology Security
- Programming Logic and Design- Python
- Network Administration
- UNIX System Administration

Academic Highlights:

- Utilized network analyzer for LAN traffic analysis.
- Applied network security skills for secure topology design.
- Diagnose and resolve network issues.
- Choose and install system software components.

Cloud Computing Certification (AWS) (Continue)

Languages: Spanish and English