Nicolas Hernandez

Kissimmee, FL 34741 | 845-803-1598 | Nicolas.Hernandez144@outlook.com

# Objective

* Reliable, hardworking, and willing to take on any task to support the team and help the business succeed. Looking forward to putting my communication and teamwork skills to the test, while expanding my knowledge along the way.

# Education

## Associates | 05/2020 | Valencia College

* Major: Information Technology
* Minor: Electrical Engineering

# Skills & Abilities

* Organization
* Problem solving
* Leadership
* Microsoft office suite
* Active Directory
* Windows, Mac OS
* Service desk
* TCP/IP
* Customer support
* Teamwork
* Inventory control
* Web Development

# Experience

## Supply chain Management | Nemours Childrens Hospital | 09/2021 - Current

* Train new employees on equipment operation and business policies.
* Perform audits on all patient care areas to identify material needs.
* Oversee medical equipment in the hospital, making sure they are up to code. And ready for use.
* Keep good communication with both vendors and nursing staff, so no need goes unattended.

## Systems Administrator | Walmart ecommerce | 01/2020 – 09/2021

* Provided technical support to over 600 employees, as well as documented all service requests through an incident tracking system.
* Troubleshot network, hardware/software, printers, and wireless device issues as they arise.
* Supported and maintained onsite servers, providing configuration, and troubleshooting issues as they arise.
* Ensured timely and consistent follow-up with customers, vendors, and colleagues.
* Knowledge of software, server applications and operating systems including Windows 7, Office Suite, Outlook, Active Directory, Terminal Server, LAN configuration, VPN, VoIP, CISCO, and firewalls.
* Provided account administration such as account unlocks and password resets.
* Effectively managed internal client communications and expectations as well as solved their ultimate need.

## Stocking Trainer | Walmart ecommerce | 05/2019 – 01/2020

* Maintained business operations by communicating with coworkers and management.
* Received, stored, and shipped goods and materials.
* Trained over 70 employees on company procedures and policies.
* Optimized production scheduling to lower production cost.
* Monitored department performance data to identify and avoid potential risks.
* Assisted with any production issues that would arise throughout the day making sure to contact the correct line of support.