

BRIAN HERNANDEZ

Brea, Ca 92821

Phone: (714) 392-6841 | Email: BrianHdz87@gmail.com

LinkedIn: [linkedin.com/in/brianhernandez487/](https://www.linkedin.com/in/brianhernandez487/) | Github: github.com/BrianHdz |

Portfolio: brianhdz87-portfolio.herokuapp.com/

SUMMARY

Full Stack Web Developer with a background in advanced automotive diagnostics with a continued habit of learning. Combining creativity and problem solving to develop effective user-friendly training material. Known among friends for perseverance and attention to detail among projects. Former Lead Remote Diagnostic Technician for Buena Park Tesla service center.

TECHNICAL SKILLS

Languages: JavaScript, Mongo, Express, React, Node.JS, HTML5, CSS, Handlebars, JavaScript Libraries - jQuery, Ajax

Applications: VS Code, GitBash, Postman, Microsoft Office Suite, Robo 3T, MySQL

PROJECTS

Societé | github.com/BrianHdz/Project-3 | <https://polar-brushlands-16053.herokuapp.com>

- This mixes Spotify, YouTube and a bit of Twitter into one application. Final group project in my bootcamp.
- My job was to create the login page. An API call renders a random photo next to the Sign Up and Log In forms. Sign Up posts a new user to the database. Log In finds the email and verifies the password to allow access to the application.
- Used MERN stack, Material UI and React Hooks to get the job done.

NoteTaker | github.com/BrianHdz/Note-Taker | <https://brians-note-taker.herokuapp.com/index>

- Post, recall, and delete notes using express to modify note data from a JSON file.
- Practiced deploying the application to Heroku. Utilized jQuery and AJAX to pick up information from forms then write and read from the JSON file keeping the Notes Info.

The Chef's Pick | github.com/BrianHdz/Project1 | <https://brianhdz.github.io/Project1/#>

- Add ingredients you want to cook with in the search bar and find awesome recipes.
- Wrote the API calls needed to gather the recipe data. Created event handlers, API calls and deconstructed the returned objects so my teammates can decide where to render them.
- Set up API calls using AJAX and jQuery to acquire user input then apply it to find recipes.

EXPERIENCE

Technical Support Agent Kia Motors America

Jan 2020 – Present
Irvine, CA

- Utilize resources and vehicle manuals
- Provide support to dealership technicians who require diagnostic assistance who are in the field.
- Track common issues through Excel spreadsheets.
- Collaborating with the engineering team to find repairs for new trending vehicle issues.

Lead Remote Diagnostic Technician

Tesla Inc.

June 2016 – Dec 2019
Buena Park, Costa Mesa, Fremont CA

- Reviewing customer concerns prior to arrival at service centers.
- Repair vehicles over the air by reading system logs and locating bugs in the software.
- Provided diagnostic notes and ordered parts ahead of time ensuring readiness for customer appointment.
- Spoke with customers to resolve concerns and rescheduled when necessary.
- Created Virtual Service training system for accelerated onboarding of new Virtual Service members.
- Built in house Wiki pages to maintain uniform diagnostic templates for requesting necessary info for efficient diagnosis with trending issues.
- Communicated trending issues and developed new ideas with other teams across the US for increasing efficiency of the V.S.C. program in order to scale it in all locations.

Key Accomplishments:

- Helped develop the Tesla Virtual Service Center (V.S.C.) program in the LA South region that was approved by Elon to be used worldwide based on our working model.
- Structured, developed and trained the VSC Hub Team of 11 members for the LA South Region. Busiest region in the company.
- Our team oversaw 6 service centers at one point.
- Automotive Service Excellence (ASE) certifications for engine repair, suspension and steering, brakes, electrical systems, engine performance, advanced engine performance and a California Smog License.

EDUCATION

Bootcamp Certificate: Trilogy Education Services/UC Irvine Division of Continuing Education, Irvine, Ca [Bootcamp should be listed first]

A 24-week intensive program focused on gaining technical programming skills in HTML5, CSS3, Javascript, JQuery, Bootstrap, Node.JS, MySQL, MongoDB, Express, Handelbars.js & ReactJS.

Automotive Technology Certification: Fullerton College, Fullerton, CA