John Hernandez   (916) 897-6318
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Network Support Specialist

Education:

Asher College	**November 2019 - July 2020**

Network Support Specialist
- CompTIA Network+   Certified
- CompTIA Security+   Certified
- Cisco CCNA   Certified

San Francisco State University	**August 2006 - May 2009**

BA Journalism and Asian American Studies Minor
- Photo editor for the school magazine, Xpress
- Multimedia producer for a short documentary on Filipino WWII veterans

University of the City of Manila	**June 1999 - March 2002**

Computer Engineering

Skills:

- Working knowledge and configuration of Office 365 services such as Exchange or Sharepoint
- Uses computers, networks, databases, internal and external electronic mail, voicemail and internet daily
- Continual learning, currently Python Programming Masterclass online
- Troubleshoot IP connectivity and multiple switches supporting VLAN, trunking, switch stacking, and spanning tree protocols
- Administration of LAN/WAN networking environment, including maintaining user accounts, network printer configuration, and backup systems
- Understand QoS, virtualization and cloud services, and network programmability related to WAN, access and core segments
- Performing preventative maintenance of computers and virus/malware configuration and updates
- Optimizing, installing, upgrading, Windows 7/8/10, Windows XP, and Windows Vista
- Configuring mobile phones, IOT devices, and VOIP phones
- Flexible and adaptable to changing work environment/processes
- Great oral, written, organizational, and non-verbal communication skills
- Bilingual in Filipino (Tagalog) and English

Experience:

Lifetouch Inc.   **Quality and Training Specialist**   **May 2011 - Present**
- Train and coach employees with system procedures and products
- Installs, configures, and maintains multi-function printers, computers, and IOT
- Analyze information to effectively troubleshoot hardware and software system issues
- Uses diagnostic techniques to identify problems, its causes and solutions
- Resolves problems through research of multiple alternative solutions
- Distributes procedural changes with staff and photographers
- Documents, configures and monitors all new system implementations and modifications
- Answers, guides, and informs on system procedures, status, and products
- Inform employees of downtime procedures
- Provides customer service through one-to-one, telephone, and remote access contact
- Uses Adobe Photoshop and Lightroom for photo editing
- Sets FTP connections for photo transfers
- Keeps track and obtain quotes of equipment purchases and leases
- Maintains an inventory spreadsheet of IT and photographic equipment
- Coordinate with different division managers regarding training and quality control
- Effectively lead and manage teams on projects and meet deadlines

Max's of Manila Restaurant   **Supervisor**   **February 2005 - November 2010**
- Conducted training and supervised a team of food servers and promoted teamwork
- Provided great customer service
- Applied effective conflict resolution skills
- Photographed dishes, and designed menus using Adobe Photoshop

Apple Computers   **Rework Technician**   **November 2003 - November 2004**
- Assembled, diagnosed, troubleshoot and stress-tested Apple computers
- Installed Apple IOS and software

Related Experiences:

Computer Repair and Assembly   **2004 - Present**
Provided great customer service with high-degree of technical credibility

RSA Convention Cyber Security Attendee   **January 2020**
Attended multiple seminars, as part of continual learning, from different cybersecurity companies on security innovations and best practices

Manilatown Heritage Foundation Intern   **August 2008**
Scanned and archived historical photographs, whihch shows the value of the diverse American experience