

# Roger Hernandez

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## Objective

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My passion in life is genuinely automation and software development. For that reason I'm currently looking for a position which will provide not only new challenges for me to overcome, but opportunities to improve as a programmer and expand my skillset.

## Skills

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- Full Stack Software Development
- Team management
- Project Management
- Client and Customer oriented
- Adaptability
- Development and Training
- Leadership Skills

## Experience

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### 2016-Present Technician IV

### Walmart Labs

- Worked as a support technician supporting all Home Office and Distribution Center related hardware and software issues.
- Chosen to work as a member of the 'Core Automation' team tasked to automate various parts of our work flow.
- Wrote automation scripts for my team to help push out updates and reinstall applications.
- Assisted in redesigning and deploying a self-service application to assist Walmart Field Support.
- Developed a self-service web portal for users on the domain to submit tickets to our help desk
- Assisted in the development and presentation "Hey Sparky" at the 2016 Walmart Code@thon.

### 2016-2016 Desktop Support Technician

### COMPUCOM with Walmart

- Assisted technicians remotely with migrating Walmart Distribution Center computers from Windows XP to Windows 7
- Assured that tickets in Remedy were entered properly and escalated to the proper team.
- Assisted technicians with diagnosing units remotely to determine level of action needed.
- Assisted technicians in migrating user data from old devices to new devices.
- Assisted in setting up local servers to pull applications from.

### 2014-2015 Repair and Configuration Technician

### Randstad with HP INC.

- Imaged and configured computer, printers, and RPOS systems for customers
- Diagnosed and repaired laptops, tablets, printers, RPOS systems, SFF desktops, and plot printers
- Automated some aspects of the repair department's work flow through VB.net, batch, and VB Scripts
- Automated the server configuration project I was assigned to using the macro functionality built in to the KVM Switch

## Software Development

## Tech Support

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- Node.js
- Angular 2
- Mongo
- JQuery
- Git
- Npm
- Batch Scripting
- VB.net
- MySQL
- L1 Desktop Support
- Image Deployment
- Active Directory Support
- Hardware Diagnosis and Repair
- SCCM Client & Database Support
- Remote support
- Basic Networking
- Experienced with Linux

## Education

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### Colorado Technical University

### Graduating 2018

Bachelor of Science in Computer Science with a focus in Software Development and Networking