

Jimmy Hernández Rivera

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Summary

Information Technology Support Technician with a Certificate in Software Developer with experience in providing comprehensive technical support to users and resolving complex technical issues. Possesses knowledge of standard operating systems and networking protocols.

Work History

Information Technician Support

September 2024 - Present

Xpert's Consulting

- Provided comprehensive IT Support, ensuring seamless operation across various systems and platforms.
- Implemented a Service Help Desk system to manage a fleet of vehicles, tracking maintenance schedules and repair history efficiently.
- Designed and deployed an Access Database to streamline tracking of company assets, including work-in-progress items, devices, tenant information, and office leasing records.
- Conducted employee training sessions, spearheading the implementation of the Raken Construction Management Software application company wide. Developed training materials and tools to facilitate effective software adoption.
- Automated processes by creating small custom programs to tailor Excel reports according to specific requirements, improving efficiency and accuracy.

Information Technician Support

December 2023 - August 2024 (Contract)

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- Guided over 25 users on proper use of networks.
- Implementation of Service Help Desk for keeping track of work and solutions.
- Researched and identified solutions to technical problems.
- Configured hardware, devices, and software to set up workstations for employees.
- Diagnosed and troubleshoot hardware, software and network issues.

Education

Certificate in the Foundations of Computer Science

Holberton Coding School, 11/2023

San Juan

Pet's Care:

- Safely stores your pet's medical records and other vital information for quick access by veterinarians or fellow pet owners.
- Built with: Flutter and Firebase
- Role: Full stack developer

Bachelor's degree in information technology

NUC University, 2018, 33 credits

Online

- Develop the necessary skills to network basics.
- Configure and manage networks.

Skills

- Spanish
- English
- Problem Solving
- Interpersonal Communication
- Help Desk
- Networking Basics
- Network Troubleshooting and device configuration.