Luis Fernandez Jr.

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Information Technology Liaison | Data Analyst

Dedicated IT professional implementing, monitoring and supporting IT systems. Project leader with experience in managing, mentoring, and motivating teams. Expertise in desktop and network support, data analysis, cybersecurity and systems implementation.

Technology Skills

Security: System Access Control, Vulnerability Scanning, Proxy and Antivirus tools

Systems: Windows, Unix, Linux, MacOS, iOS, Android, SQL, Oracle, Office 365

Programming: Python, C, C++, Javascript, Go, Bash, XML, PHP, and HTML5

Networking: LANs, WANs, TCP / IP, VoIP, DNS, HTTPS, VPN, SFTP, Firewalls

Certifications: CompTIA A+ and Certified Ethical Hacker

Professional Experience

Polk State College

Data Analyst   Winter Haven, Florida   Jan 2015 – Present

Maintains, updates, implements and improves all software in Student Financial Services. Administer data security, data integrity, security user roles, reports, network drives, ERP systems, and Web portals. Responsible for the cycle of federal student data between systems.

Implemented technologies involving: IBM Cognos, Document Imaging, ERPs, SharePoint, Security Access, Web Based Forms, and Federal Data Systems.

- Extracts data to identify constraints, automate, and audit processes
- Maintains CRM through various systems: ERP, eTrieve, WordPress, Web Portal
- Advances the use of technology, projects, and research improvement and development

PC Support Specialist   Winter Haven, Florida   Jul. 2012 – Jan. 2015

Managed workstations, provided help desk and remote services across multiple sites and campuses. Setup servers, IT infrastructure, and provide service to all users. Scripted automatic installs of software. Recorded service tickets in Track-It Technician Client for improved SLA's.

- Utilize Active Directory and SCCM to manage group policy, accounts and computers
- Manage escalated tickets and ensure high quality customer service and solutions

MF Electronics

Electronics Technician   Lake Hamilton   Jan. 2009 – Jun. 2012

Perform diagnostics on and deliver solutions to clients for TV sets, Computers, and other peripherals. Managed inventory of assets, provide invoices, and maintains orders with vendors.

- Lead point of contact in technical support and provided delivery of equipment
- Solder circuit boards, repair hardware, and provide warranties

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Internships

SOFWERX

Data Science   Tampa Florida   Jun. 2018 – Aug. 2018

Operated independently and with teams while working in a rapidly changing innovation space. Researched and implemented Data Science Methods and Development in Machine Learning. Prototyped and tested a Jetson TX2 powered RC car and Tello Drone to detect weapons.

- Utilized Radio Frequency and Object Detection
- Data Mining of various files, repositories, and projects
- Programming in Python, Bash, and Go
- Knowledge and use of Tensor Flow, Docker, and supporting API's

Heart of Florida Regional Medical Center

Medical Information Systems   Davenport Florida   Apr. 2008 – Sep. 2008

Assisted Networking Team and MIS Manager with ongoing projects and work orders. Serviced staff for RFID badge access. Provide technical support in troubleshooting work stations.

Education

University of South Florida, Tampa, FL

Master of Science, Cybersecurity, Cyber Intelligence
Bachelors of Applied Science, Information Technology

Polk State College, Winter Haven, FL
Bachelors of Applied Science, Supervision and Management, Business Administration