# 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
- Advance the use of technology, projects, and research for 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, Florida          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 provided 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.

- Utilization of repositories such as Radio Frequency and Object Detection
- Data mining with the 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.

- Respond to any technical call within Medical Organization
- Front line support and ticket escalation

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# Education

## University of South Florida

Master of Science Cybersecurity, Cyber Intelligence          Aug. 2018

## Polk State College

Bachelors of Applied Science, Supervision and Management, Business Admin.          Dec. 2017

## University of South Florida

Bachelors of Applied Science, Information Technology          Aug. 2013