

# Luis Fernandez Jr.

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## Information Technology Liaison | Data Analyst

Dedicated IT professional implementing, monitoring and administering IT systems. Project leader with experience in managing, mentoring, and motivating teams. Expertise in desktop and networks, data centers and analysis, cybersecurity and enterprise systems.

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## Technology Skills

<i>Security:</i>	System Access Control, Vulnerability Scanning, Systems Administration
<i>Systems:</i>	Windows, Unix, Linux, MacOS, iOS, Android, SQL, Oracle, Office 365
<i>Programming:</i>	Python, C, C++, JavaScript, Go, Bash, XML, PHP, and HTML5
<i>Networking:</i>	LANs, WANs, TCP / IP, VoIP, DNS, HTTPS, VPN, SFTP, Firewalls
<i>Certifications:</i>	CompTIA A+ and Certified Ethical Hacking*

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## Professional Experience

### Department of Transportation

*Office Automation Specialist II*                      Bartow, Florida                      Nov. 2018 – Present

Oversee trouble tickets. Deploys enterprise hardware and software. Ensures security and confidentiality across users and incidents. Utilizes SCCM, SharePoint, and Active Directory. Develop, apply, and provide documentation on technical policies and procedures.

- Liaison with engineers, consultants and staff in systems and applications
- Remote management of equipment with excellent customer service skills.

### Polk State College

*Data Analyst*                                      Winter Haven, Florida                                      Jan. 2015 – Nov. 2018

Maintains, updates, implements and improves all software in Student Financial Services. Administer data security, integrity, security user roles, network drives, enterprise systems, and web portals. Compliance within IBM Cognos, eRetrieve, Federal Data Systems, and ERP system.

- Extracts data to identify constraints, automate, and audit processes
- 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. Oversee service tickets in Track-It Technician Client for improved SLA's.

- Utilize Active Directory and SCCM to manage group policy, accounts, and computers
- Provided Server support, Utilized Cisco Networking tools, and enterprise tools for issues

## **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

Researched and implemented Data Science Methods and Development in Machine Learning. Utilization of Radio Frequency, Object Detection, 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 Director with projects and tickets. Distributed RFID's access badges. Provide technical support in troubleshooting workstations 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