

Joshua Hernandez

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Passionate, goal-oriented professional with 13 years of customer service experience, 3 years of sales experience, experience supporting IT infrastructure through maintenance of equipment, incident management, knowledge management, and office oversight. Passionately strives to meet goals and serve others; through analysis of trends, am able to focus on appropriate processes and procedures to drive efficiencies and cost savings through iteration and process improvement.

Core Competencies

- Leadership, Coaching, Relationship Building, Conflict Resolution, Customer Service, Sales, Problem Solving, Analysis, Process Development & Improvement, Communication, Collaboration, Foundational SQL, Foundational Python, Troubleshooting, Local IT Infrastructure Support, Incident Management, MAC Troubleshooting, Jira, Project Management, Knowledge Management, React, JavaScript, TypeScript, Angular, Full-Stack Mobile Development

Education

ASSOCIATE OF SCIENCE | 07/2017 | COLORADO TECHNICAL UNIVERSITY

- Major: Information Technology

BACHELOR OF SCIENCE | 09/2017 | COLORADO TECHNICAL UNIVERSITY

- Major: Business Administration Concentration in Information Technology

CERTIFICATE | 10/2024 | UNIVERSITY OF TEXAS - AUSTIN

- Coding Bootcamp

PARTICIPATED IN LEARN 2 LEAD LEADERSHIP PROGRAM

COMPLETED USAA BRONZE, SILVER, AND GOLD EAGLE PROGRAM

USAA Leadership Experience and Projects

IT Systems Analyst

- Oversaw local IT vendors (Dell/HCL) and ensured business continuity.
- Coordinated and supported deployment of CAT equipment to local claims to ensure rapid response to catastrophe.
- Served as a MAC SME
- Provided support in the development of new ServiceNow Software
- Facilitated the update and correction of Knowledge Articles to ensure proper troubleshooting and correct routing.

Promise Fulfilled

- Partnered with claims to educate BIS and Claims MSRs on how USAA executes mission from start to finish.

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- Collaborated with managers to discuss behavior trends to provide consistent guidance to drive MSR growth.
- Provided behavior-based coaching to strengthen new skills and further develop MSRs.
- Lead by example through demonstration of proper execution of skills via reverse y-cording.
- Analyzed reports for trends and data for coaching insights.
- Employed exceptional time management skills to coordinate with multiple stakeholders.
- Facilitate new employee onboarding sessions.
- Inspire MSR accountability to modify behaviors by consistent follow-up.

Sit-In Manager

- Analyzed team trends and partnered with MSRs to drive individual development.
- Influenced growth in multiple metrics through coaching and providing appropriate feedback to MSR's.

BIS Catastrophe Assistance: Colorado Hail 2018

- Coordinated the intake and assignment of new and existing claims.
- Insured each member was educated on the claim process and assisted with gathering resources if any additional information was needed.
- Handled de-escalation of upset members.

Experience

SOFTWARE ENGINEER III | USAA | NOV 2023 – PRESENT

- Develop and Maintain Employee Mobile Applications.
- Collaborate with cross-functional teams to enhance application functionality.
- Implemented agile methodologies to ensure efficient and cost-effective project delivery.

IT SYSTEMS ANALYST III | USAA | MAR 2023 – NOV 2023

- Coordinated and oversaw local IT infrastructure.
- Provided troubleshooting and technical assistance for MAC related issues.
- Validated and documented established test plans in ServiceNow for SOAR development.
- Assisted in building test plans in ServiceNow for SOAR development.
- Maintained and facilitated the rapid deployment of CAT equipment to local claims teams to ensure rapid response to catastrophes.
- Utilized Jira agile methodology to ensure quality service is provided to IT customers and all projects are completed on time, making sure IT costs are kept in line with plan and reduced when possible.
- Insured that knowledge articles reflected the correct graphics, routing, and steps, to facilitate a seamless troubleshooting experience.

BANKING AND INSURANCE SOLUTIONS SENIOR | USAA | JAN 2018- MAR 2023

- Served as Sit-in Manager focusing on trends and providing consistent feedback to facilitate continued MSR improvement.
- Collaborate with BIS Managers and Learning and Development to facilitate MSR development.
- Involved in the Promise Fulfilled project where we facilitate conversations around BIS processes in relation to auto and property acquisition.

BANKING AND INSURANCE I (NMS) | USAA | OCT 2015-JAN 2018

- Recognized multiple occasions for being in top 5% for sales.

- Collaborated with manager and peers to help drive team results.
- Elected to serve as safety net for new hires in NMS, where I guided, educated, and helped with developing the new hires in pipeline.

PROOF OF CONCEPT | PROGRESSIVE | JUNE 2012-OCT 2015

- Helped drive customer retention by implementation of new enterprise processes and verbiage.
- Coached peers and new hires on business processes and metric attainment which lead to multiple team recognition awards.
- Track, gather and develop business processes to reduce cost for customer and company.

CSR/Delivery | SOUTHERN MEDICAL EQUIPMENT CORP | 2011- 2012

- Created and monitored territory expense reports for Southern Alabama territory.
- Created and archived all territory marketing materials for sales team use.
- Collaborated with Partner Company to develop training and education for internal employees on new patient systems.

BUYER/SUPERVISOR | ENTERTAINMART | 2006-2012

- Analyze and monitor sales, trends, and economic conditions to anticipate consumer buying patterns and determine what the company will sell and how much inventory is needed.
- Implemented hiring/training procedures for newly developed department.
- Maintained knowledge of current sales and promotions, policies regarding payment, exchanges, and security practices.