

# HANNIBAL HERRERA

Manager, Technology Operations - Universal Horror Unleashed

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## PROFESSIONAL SUMMARY

Technology Operations Manager with 5+ years experience managing software and hardware infrastructure 24/7/365 environments, plus 14 years military service with emergency response leadership. Proven leader with 3+ years supervising exempt teams in service management capacity. Expert in IT technical support, network support, Wi-Fi support, POS systems, desktop management, laptop management, tablet management and mobile handheld devices. Cornell Business Management graduate (2023) with Google IT certification, Johns Hopkins COVID-19 Contact Tracing certification. Military veteran with Downed Aircraft Recovery Team experience (6 missions Iraq), emergency response training, medical training, and counter-terrorism expertise. Trained hundreds of personnel over 14-year military career. Multilingual (English, Spanish, Level 2). Docker containerization expert ready to lead Universal Horror Unleashed technology operations with unmatched crisis management capabilities.

## KEY QUALIFICATIONS MATCHING REQUIREMENTS

- ✓ **Bachelor's Degree:** Cornell University Business Management (2023)
- ✓ **5+ Years Software/Hardware Management:** Enterprise technology operations
- ✓ **3+ Years Leadership Experience:** Supervising exempt technical teams
- ✓ **14 Years Military Service:** Emergency response and personnel training leadership
- ✓ **Service Management Capacity:** IT technical support and network support
- ✓ **Software Asset Management:** Microsoft, Oracle, IBM, Symantec, Adobe licensing
- ✓ **Complex Project Management:** Multiple simultaneous projects under pressure
- ✓ **Stress Management:** High-pressure environments, crisis response

- ✅ **Network Knowledge:** Computer networks, wireless networks, Internet services
  - ✅ **Hardware Expertise:** PCs, MACs, POS, workstations, handheld devices
  - ✅ **KPI Management:** Key performance indicators at individual and team level
  - ✅ **24/7 Support Ready:** On-call rotation and on-site support capability
  - ✅ **Crisis Management:** Downed Aircraft Recovery Team experience (6 missions Iraq)
  - ✅ **Emergency Response:** Medical training, counter-terrorism, radiation safety
  - ✅ **Training Leadership:** Trained hundreds of personnel over military career
  - ✅ **Multilingual:** English, Spanish, American Sign Language (Level 2)   ✅ **Cybersecurity Expert:** bug bounty hunter on HackerOne platform   ✅ **Adventure Sports:** Skydiving/paragliding experience (high pressure decision making)   ✅ **Travel Ready:** Valid passport for international collaboration opportunities
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## CORE COMPETENCIES

### Technology Operations & Infrastructure

- Desktop, Laptop, Tablet & Mobile Device Management (24/7/365)
- POS Systems & Handheld Equipment Support
- Network & Wi-Fi Infrastructure Troubleshooting
- Service Requests, Incidents, and Problems Management
- Docker Containers & Containerization
- Ticket Queue Monitoring & Management

### Leadership & Team Management

- Exempt Team Supervision (3+ years civilian + 14 years military)
- Personnel Training & Development (hundreds trained over military career)
- Emergency Response Leadership (Downed Aircraft Recovery Team)
- Escalation Point Management & Crisis Decision Making
- Stakeholder Relationship Management
- Performance Metrics & KPI Development
- Quality Goals & Performance Expectations
- Cross-cultural Communication (English, Spanish, ASL Level 2)

### Technical Support & Problem Resolution

- Root Cause Analysis & Troubleshooting

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- Infrastructure & Software Issues Triage
  - Urgent and Complicated Support Issues
  - Creative Technical Solutions & Innovation
  - Hardware Platforms Support (PC, MAC, POS)
  - Software Licensing & Product Use Rights
  - Robotics Programming & Development (Hobby/Personal Projects)
  - 3D Printing Technology & G-code/M-code Programming
  - Automation Systems & Special Effects Technology
  - Cybersecurity & Vulnerability Assessment (HackerOne Bug Bounty)
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## MILITARY SERVICE & EMERGENCY RESPONSE EXPERIENCE

**United States Military** | 14 Years of Service

*Leadership, Emergency Response, and Technology Operations*

**Downed Aircraft Recovery Team** | *Iraq Theater Operations*

*6 Combat Missions - Aircraft Recovery & Repair Under Fire* • Led critical recovery missions retrieving and repairing aircraft shot down in enemy territory • Managed complex technical operations under extreme pressure and hostile conditions • Coordinated multi-disciplinary teams for rapid aircraft restoration and evacuation • Demonstrated exceptional problem-solving and crisis management in life-threatening situations

**Training & Development Leadership • Personnel Training:** Trained hundreds of military personnel throughout my career • **Emergency Response Training:** Medical training, counter-terrorism, emergency radiation protocols • **Technical Instruction:** Advanced systems training and operational procedures • **Leadership Development:** Mentored junior personnel in high-stakes operational environments

**Specialized Certifications & Training** • Emergency Medical Response & Field Treatment • Counter-Terrorism Operations & Security Protocols • Emergency Radiation Safety & Response Procedures • Medal of Honor Ceremony Protocol & Service Excellence Standards • Johns Hopkins COVID-19 Contact Tracing Coordinator

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## PROFESSIONAL EXPERIENCE

## **Technology Operations Manager** | *Various Organizations* | 2019-2024

*Leading 24/7/365 technology operations and team management*

**Key Responsibilities Matching UHU Requirements:** • Managed operation and maintenance of desktop laptops, tablets, POS, and mobile handheld devices for 200+ team members in 24/7/365 environment • Supervised exempt teams of 5-8 technical professionals, providing mentoring and professional development • Served as escalation point for all technology requests and incidents, managing urgent and complicated issues • Performed troubleshooting and root cause analysis for infrastructure including Wi-Fi, network software platforms • Monitored and managed ticket queues, coordinating support functions and partially escalated calls • Collaborated with leadership on priorities and process improvement goals • Maintained relationships with stakeholders and internal business customers • Implemented Docker containerization solutions improving deployment efficiency by 60% • Managed software asset management program for Microsoft, Oracle, IBM, Symantec, and Adobe platforms • Developed quality goals, performance expectations and metrics measuring team performance • Provided weekly status reports to management and site leadership • Maintained confidentiality of sensitive financial and personal data

### **Technical Achievements:**

- Successfully managed complex projects simultaneously while meeting critical deadlines
  - Led infrastructure triage and monitoring resulting in 40% reduction in recurring incidents
  - Implemented creative technical solutions for unique operational challenges
  - Achieved KPI targets for individual and team performance consistently
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## **EDUCATION**

### **Cornell University** | 2023

*Bachelor's Degree - Business Management*

- Business operations and management principles
- Strategic leadership and organizational development
- Performance management and team development
- Financial management and compliance

### **Google IT Certifications** | Multiple Certifications

- Google IT Support Professional Certificate

- Google Cloud Platform Fundamentals
- Network troubleshooting and system administration
- IT infrastructure and support methodologies

### **Johns Hopkins University | 2020**

#### *COVID-19 Contact Tracing Certification*

- Public health emergency response protocols
  - Data management and confidentiality procedures
  - Crisis communication and community safety
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## **TECHNICAL EXPERTISE**

### **Hardware & Device Management**

- Desktop, Laptop, Tablet Administration
- POS Systems & Mobile Handheld Devices
- PC, MAC, Workstation Support
- Hardware Troubleshooting & Maintenance

### **Network & Infrastructure**

- Computer Networks & Wireless Networks
- Internet Services & Wi-Fi Support
- Network Configuration & Troubleshooting
- Infrastructure Monitoring & Triage

### **Software & Licensing**

- Microsoft Platform Management & Licensing
- Oracle, IBM, Symantec, Adobe Administration
- Software Asset Management Programs
- Copyright Knowledge & Product Use Rights
- Robotics Programming & Automation Systems
- 3D Printing Technology & G-code/M-code Programming











- Special Effects Technology & Control Systems

## Operations Management

- Service Management Capacity
  - Incident Management & Problem Resolution
  - Change Management & Process Improvement
  - SLA Management & Performance Metrics
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# UNIVERSAL HORROR UNLEASHED READINES

**Operational Requirements Met:**  **24/7/365 Support:** Experienced with on-call rotation and on-support

-  **Complete Availability:** Available all hours, all days of the week, night and day
-  **Reliable Transportation:** Own vehicle with dependable transportation to Area 15
-  **Unique Environment:** Ready for dark environments, special effects, strobe lights, fog
-  **Schedule Flexibility:** Available late evenings, nights, weekends, holidays
-  **Supervisory Responsibility:** 3+ years managing exempt teams
-  **Compliance Partnership:** Ready to work with NBCUniversal and UDX teams
-  **Environmental Health & Safety:** Understanding of EHS responsibilities
-  **Consistent Attendance:** Reliable presence and operational commitment

## Additional Qualifications:

- Creative thought partner with business stakeholders and technology teams
- Excellent communication skills for weekly status reporting
- Ability to maintain confidentiality of sensitive information (military security clearance backgro
- Strong analytical capabilities for complex troubleshooting under pressure
- Proven ability to manage multiple priorities under pressure
- Reliable transportation and complete availability (all hours, all days)
- Local Las Vegas resident with immediate availability
- Emergency response expertise with medical and crisis management training
- Multilingual capabilities: English (native), Spanish (moderate), ASL Level 2
- Military standards of respect, service, and hospitality excellence


Relocation assistance and 3D animation development experience (Sketcher/Blender/Unreal Engine)

- Robotics programming and 3D printing development expertise (hobby/personal projects)
  - G-code/M-code programming for automation and special effects control systems
  - Cybersecurity expertise: Active bug bounty hunter on HackerOne platform
  - Horror literature enthusiast with deep understanding of psychological terror elements
  - Adventure sports experience: Skydiving and paragliding (high-pressure decision making)
  - Travel ready with valid passport for international NBCUniversal collaboration
  - Authentic horror enthusiast: married on Halloween, traveled to Derry Ireland (birthplace of Hal)
  - Genuine passion for horror culture and immersive entertainment experiences
  - Professional references available upon request (privacy protection maintained)
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## CONTACT INFORMATION

**Hannibal Herrera** (Legal name: Jose, recently changed)

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 702-626-7678

 Las Vegas, NV (Local resident - no relocation required)

*Ready to contribute to Universal Horror Unleashed's 24/7/365 technology operations excellence*