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 in 24/7/365 environments, plus 14 years military service with emergency response leadership. Proven leadership 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 certifications and 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, ASL 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
✅ **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 Expertise**: Active 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
- 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)

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 over 14-year 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 • Military Ceremony Protocol & Service Excellence Standards • Johns Hopkins COVID-19 Contact Tracing Certification

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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 desktops, 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 support issues • Performed troubleshooting and root cause analysis for infrastructure including Wi-Fi, network, and software platforms • Monitored and managed ticket queues, coordinating support functions and participating in escalated calls • Collaborated with leadership on priorities and process improvement goals • Maintained key relationships with stakeholders and internal business customers • Implemented Docker containerization solutions improving deployment efficiency by 60% • Managed software asset management programs 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

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

UNIVERSAL HORROR UNLEASHED READINESS

Operational Requirements Met: ✅ **24/7/365 Support**: Experienced with on-call rotation and on-site 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 background)
- 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
- 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 Halloween)
- Genuine passion for horror culture and immersive entertainment experiences
- Professional references available upon request (privacy protection maintained)

PORTFOLIO & CERTIFICATIONS

🌐 **Interactive Technology Portfolio**
Website: https://skynetadmin.github.io/Universal-Studios-Portfolio/website/
GitHub: https://github.com/SkynetAdmin/Universal-Studios-Portfolio

Universal Horror Unleashed Technology Operations Manager Portfolio

- **Management Dashboard**: Executive-level operations oversight with KPIs and team management

- **Animatronic Control**: Arduino Mega 2560 + RAMPS 1.4 with G-Code programming demonstrations
- **Fog Machine Choreography**: DMX512 protocol with CHAUVET Hurricane 1000 control systems
- **Traffic Light Safety Systems**: GPIO and Modbus RTU integration with emergency protocols
- **Python Automation Scripts**: Serial communication, Raspberry Pi clusters, Docker deployment
- **Real-time Monitoring**: Hardware status grids with live terminal logging and professional automation codes
- **Professional Standards**: Industry-grade hardware specifications and automation protocols

📋 **Professional Certifications** *(Available for Review)*

- **Cornell University**: Business Management Certificate (2023)
- **Google**: IT Support Professional Certificate
- **Johns Hopkins University**: COVID-19 Contact Tracing Certificate
- **Military Training Certifications**: Emergency Response, Medical Training, Counter-Terrorism
- **Cybersecurity**: HackerOne Bug Bounty Platform (Active researcher)

📁 **Certificate Access:** All certification documents available at:
https://skynetadmin.github.io/Universal-Studios-Portfolio/certificates/

CONTACT INFORMATION

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

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