

# ABNER HERRERA CHINEA

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Driven and adaptable IT professional with a B.S. in Cybersecurity and hands-on experience in technical troubleshooting, system setup, and user support. Currently pursuing the CompTIA Network+ certification to strengthen networking and system administration skills. Quick to learn new tools, processes, and technologies while delivering reliable, customer-focused IT support in dynamic environments.

## CORE COMPETENCIES

- **Technical Troubleshooting & Support** (Windows 10/11, Office 365, Network Basics)
- **Hardware Setup, Configuration & Maintenance**
- **Customer Service & Clear Communication**
- **Network Fundamentals (TCP/IP, DHCP, DNS, VLAN concepts)**
- **System Administration Basics** (user profiles, password resets, access permissions)
- **Documentation & Process Tracking**
- **Bilingual:** English & Spanish

## EDUCATION

### DALLAS BAPTIST UNIVERSITY — *B.S. in Cybersecurity*

JULY 2021 - MAY 2024, Dallas, TX

- Coursework: Network Security, Software Security, Social Engineering
- Projects: DNS security analysis, insider threat prevention, and software vulnerability testing

## TECHNICAL SKILLS & CERTIFICATIONS

- **Certifications:** CompTIA Network+ (In Progress) | CompTIA Security+ (Planned)
- **Operating Systems:** Windows 10/11, Ubuntu/Linux | **Networking Tools:** Wireshark, VirtualBox
- **Systems & Platforms:** Microsoft Office 365, Azure (Introductory)
- **Languages:** Python, Java | **Version Control:** Git, GitHub

## PROFESSIONAL EXPERIENCE

### HIGH SCHOOL SUBSTITUTE — *Del Valle ISD*

JAN 2025 – Present, Del Valle, TX

- Provided **first-line technical assistance** for classroom computers, projectors, and software systems.
- Supported teachers and staff with troubleshooting login, connectivity, and device performance issues.
- Adapted quickly to new platforms and educational technology tools across multiple campuses.
- Created and maintained records of classroom setups and issues for continuity of operations.
- Introduced students to **cyber safety and digital literacy concepts**, connecting classroom learning to real-world IT principles.

### SALES REPRESENTATIVE— *Cricket Wireless*

JUN 2025 - AUG 2025, Del Valle, TX

- Diagnosed and resolved **mobile device and connectivity issues**, improving client uptime and satisfaction.
- Assisted customers with device configuration, account setup, and software troubleshooting.
- Explained complex technical solutions in **simple, customer-friendly terms**.
- Recognized for being a **fast learner** and consistently maintaining high customer satisfaction scores.

## ADDITIONAL INFORMATION

- Authorized to work in the U.S. (no sponsorship required)
- Strong commitment to continuous learning and professional certification growth
- Able to lift up to 50 lbs and provide onsite support as needed