

David Hernandez

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Work IT harder, make IT better, do IT faster, makes us stronger...

Summary of Qualifications

- Experience working with wireframes from conception to implementation and design and improve user interfaces
- Skilled in UI Development technologies such as HTML, CSS, JSON and API usage.
- Understanding of SOLID software design principles and Agile development cycle.
- I have a basic understanding of software development and programming languages.
- Proactive in learning outside the workplace using different online resources in order to keep updated about the new technologies
- Strong written and verbal communication skills with fluency in Spanish and English
- Currently learning AWS, Docker, React

Technical Skills

Operating Systems: *Windows, Android, iOS, Mac OS, Linux*

Applications: *ServiceNow, Microsoft Office 365, GanttProject*

Tools: *Git, Github, VSCode, VMware, Google Workspace, Packet Tracer*

Project Management: *Agile, Waterfall, Scrum and Gantt Charts*

Languages: *Html, CSS, Javascript, Node.js, Python, MongoDB, Express*

Education & Certifications

Google IT Support Professional Certificate

May 2022- Sept 2022

Junior IT Analyst Program

May 2022- Sept 2022

NPower Canada | Halifax, Nova Scotia

14-week in-class training with hands-on experience including:

- Assemble computer components based on customer requirements
- Install, configure, and troubleshoot: hardware and software components
- Install, configure, and troubleshoot: Windows, iOS, Android, and Linux operating systems
- Networking basics: IPv6, network topologies, installing wireless and SOHO networks Security/forensics
- Mobile device installation/configuration: Laptops, smartphones, tablets
- Basics of virtualization, desktop imaging and deployment
- Network services and Cloud Computing
- Implementing preventive maintenance measures on workstations
- Customer support & ServiceNow Foundations Training

100 Days of code, Python Bootcamp
App Brewery London | Udemey

Jan 2022 - Present

Complete Web Development Bootcamp
App Brewery London | Udemey

Jan 2021 - Dec 2021

Culinary Degree
Euro-America Culinary Collage | Mexico

June 2015

Work Experience

Chef de Partie
The five fisherman | Halifax, NS

May 2022 - Present

- Influenced on an authentic Mexican dish recipe by introducing fresh ingredients resulting in great customer reviews
- Creating a new recipe using new cooking techniques in turn improving the menu and satisfying customers
- Developed ability to work under pressure in a fast-paced environment making sure all deadlines are met
- Communicated with coworkers, both front and back of house, in a respectful manner to ensure all customers received their meals in a timely manner
- Took initiative on assisting coworkers at the end of the shift, increasing team morale and teamwork

Line Cook
Cheachie's Mexican Grill | Halifax, NS

July 2019 - May 2022

- Organized the kitchen in an accessible manner resulting in better management of supplies, reducing food waste and saving money to the restaurant.
- Trained 5 employees over a 3 month period resulting on a better kitchen ticket time and increased customer satisfaction
- modified the menu by adding new ingredients and using Mexican cuisine techniques to offer more authentic dishes

Owner / Tech Support
Ciber Game | Mexico

Jan 2015 - Jun 2019

- Opened and managed a successful business providing technical support and excellent customer service resulting in a successful business during the 4 years of operation.
- Increased 100% of sales and customer loyalty within the first year ensuring that the customers needs were met exceeding customer expectations by providing a customer service based on empathy, developing trust and engagement to our brand
- Took initiative in developing new technicals skills in order to provide good quality PC and mobile repairing and software update services
- Developed troubleshooting skills and problem solving skills by acknowledging the client's problem and fixing the root problem by asking concise questions.