

# David Hernandez

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

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## Summary of Qualifications

- 6+ years experience working in customer service related jobs within the Food Industry
- 4 years of experience working with customers doing troubleshooting, repairing and updating software and hardware from PC Laptops and Mobile devices providing great customer service
- Proactive in learning outside the workplace through Udemy courses and other online resources in order to keep updated about the new technologies.
- Great team player with strong collaborative skills obtained by working in fast-paced environments resulting in an improvement of the workplace flow.
- Strong written and verbal communication skills with fluency in Spanish as a first language and English that can effectively bridge the gap between business and customers around Latin America and USA.

## Technical Skills

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

**Applications:** ServiceNow, Microsoft Office 365, GanttProject

**Tools:** VMware, G Suite by Google, Packet Tracer

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

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

## 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

## ***Work Experience***

### **Chef de Partie**

**May 2022 - Currently**

The five fisherman | Halifax, NS

- Influenced on a Mexican dish recipe by adding some fresh ingredients resulting in great customer reviews.
- Improved menu by creating a new recipe using new cooking techniques.
- Took initiative on assisting our dishwashers by helping them at the end of the shift , increasing team morale and teamwork

### **Line Cook**

**July 2019 - May 2022**

Cheachie's Mexican Grill | Halifax, NS

- Organized the whole kitchen resulting in a better control of our 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 a increased customer satisfaction
- Influenced on the restaurant authenticity by modifying the menu by adding new ingredients and using Mexican cuisine techniques.

### **Owner / Tech Support**

**Jan 2015 - Jun 2019**

Ciber Game | Mexico

- Open and managed my own business providing technical support and excellent customer service resulting in a successful business during the 4 years of operation before moving to Canada.
- 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.
- Developed troubleshooting skills and problem solving skills by acknowledging the client's problem and always trying to find and fix the root problem by asking concise questions narrowing down the options of the main problem

## ***Certifications & Awards***

### **Complete Web Development Bootcamp**

**Jan 2021 - Dec 2021**

App Brewery London | Udemy

### **100 Days of code , Python Bootcamp**

**Jan 2022 - Present**

App Brewery London | Udemy