Erika Hernandez

West Jordan, Utah

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Certificates

Network & System Admin

Network Routing & Switching

NSE 3 Network Security Associate-Fortinet

Education

BS in Computer Science: Network Management Technology /Cyber Security
Weber University, April 2022

AS in Computer Science & Information System
Salt Lake Community College, December 2020

Experience

IT System Administrator   Present – Feb 2022
MRM

- Maintaining and provide support for both Windows and Mac operating systems.

- Windows Server 2012, 2019 patching, security and compliance

- Utilize systems such as Exchange, Active Directory, Jira, Confluence, Symantec, and others in order to support agency requirements.

- Server room clean up, configure AP's

IT Support Specialist Supervisor   Apr 2021 – Feb 2022

Head Start Utah Chapter

- Oversees the day to days of the company, budgeting, and hiring employees. Along with operations of the IT department for the agency.

- Monitor service desk for tickets, troubleshooting systems, hardware, and software, installing, configuring, modifying, maintaining, and troubleshooting existing equipment and applications.

Skills

Skills	Experience
- Communication, Writing	- English/ Spanish
- Leadership, Listening	- FortiGate & FortiAP
- Problem Solving	- Jamf, Jira, Ivanti
- Public speaking	- OS Microsoft, Mac and Linux
- Googling	- Azure Active Directory