

# DANIEL FERNANDEZ

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## SKILLS & ABILITIES

- Troubleshooting
- TCP/IP
- Windows/ MacOS/ Linux
- VPN
- SSH
- UTP/ STP/ Fiber
- DNS
- Virtualization
- Routing & Switching
- DHCP
- Mobile Devices
- Subnetting
- LAN/WAN
- Wireless Networks

## EXPERIENCE

**Memorial Healthcare System**, Associate Service Mgmt. Specialist      2021 - Present  
*Miramar, FL*

- Provide support to end users by phone. Assisting with password resets, for MHS Employees, as well as patients. Unlocking Active Directory Accounts for employees. Escalating issues when necessary.

**PC Reboot**, PC Technician      2012 - Present  
*Pembroke Pines, FL*

- Custom building PC's, Virus removal, Data backup and recovery, Upgrading desktop/ laptop PC's and Apple Devices. Repairing/ replacing laptop LCD's. Hardware/ software diagnostics. Resolving networking issues.

## EDUCATION

**Western Governors University** – B.S. IT, Data Management/ Data Analytics

- Linear Algebra, Statistics & Probability, Information Technology, Data Management, and Data Science.

**Massachusetts Institute of Technology** – Computer Science & Programming

- Open courseware, studied computational thinking, statistical thinking, Python, recursion, debugging, computer science, programming, etc.

## CERTIFICATIONS

- CompTIA Network + CE
- CompTIA A+ CE
- CompTIA Certified IT Operations Specialist
- ITIL 4 Foundation CPD
- HDI Support Center Analyst
- Oracle Cloud Infrastructure Associate