

Erick Doria Hernandez

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Summery

Driven to exceed goals and help resolve customer issues with positive, and critical thinking through customer interactive experience.

Skills

- Certified CIS Tech
- Experienced in POS software
- Remote Troubleshooting
- Data Base experience
- Network Impanation
- Network PCI knowledge
- SQL knowledge
- XML
- Payment Processing

Work History

Software Engineer 02/2019-08/2021

RDS Midsouth, Montgomery, AL

- Maintain Data Bases
- Setup and Maintain Store Network
- Tier II – III escalations
- Upgrade Software
- Implement Software Fixes
- Develop and write new software to enhance features
- Handled and Created Logs for Incoming issues
- Remote Trouble Shooting

Software Engineer/Installer, 12/2014 to 02/2019

Truno– Lubbock, TX

- Support Team Lead
- Worked with POS software and implementation
- Handled Escalations from lower tier
- Install POS software and equipment at live locations
- -Maintain Network for customer
- Remote Trouble Shooting

Education

Associates Degree: 2016

South Plains Collage – Levelland, Tx

- CIS Tech Certificate (4.0 GPA)
- Network Pro Certificate
- Security Pro Certificate
- Hardware Pro Certificate
- BCIS Pro Certified

High School Diploma: 2011
Ralls High School - Ralls, TX

- Top [15]% of class 3 of 4 years
- Coursework in [BCIS]
- Minor class experience in accounting business career
- Minor experience in Working with Microsoft Excel, Power piont, Word

Computer Skills

- **7+ years' experience with implementing software and customer relations. Also, on-site trouble shooting and installation of new equipent. Along with maintaining Networks and Databases.**

References

- Reggie Jones
(806) 789-1483
- Shawn Land
Cell # (334) 399- 6302
- Chris Federico
Cell # (615)-720-4808
- Jorge Garcia
Cell-(806)-382-8916