

**Hunter Fernandez**

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**Portfolio: <https://hunterfernandez0831.github.io/> | GitHub:**

**<https://github.com/hunterfernandez0831>**

## Professional Summary

IT professional with a strong blend of field operations, technical troubleshooting, and data analysis. Began career supporting business decisions at West Coast Hydro by developing cost-efficiency dashboards in Power BI. Progressed to Field Technician V at Spectrum, where I resolved complex service issues for residential and commercial customers while gaining deep knowledge in HFC systems, RF signal analysis, and PON architecture — directly aligned with ISP engineering functions. Recently I earned an M.S. in Data Science from Bellevue University, equipping me with skills in Python, SQL, data modeling, machine learning, and data visualization. Actively seeking IT roles that leverage both my hands-on technical experience and advanced analytical training to optimize infrastructure, drive efficiency, and solve real-world problems.

## Experience

### Field Technician V

*Charter Communications – Riverside, CA | December 2022 – Present*

- Deliver expert troubleshooting for HFC, digital video, high-speed data, and wireless networks.
- Demonstrate proactive maintenance routines, including sweep alignment and return-path verification.
- Trained in OTDR testing and both fusion and mechanical splicing to support PON rollouts, with additional preparation in RF theory, safety protocols, and fiber handling best practices.

### Office Service Coordinator

*Admin Resource Options - Phoenix, AZ | December 2021 – November 2022*

- Provided technical support for network systems, including troubleshooting and repair of network printers.
- Managed warehouse logistics for industrial clients, emphasizing efficiency and safety in operations.

### Ultrasonic Examination Tester

*West Coast Hydro – Upland, CA | August 2017 – November 2021*

- Conducted DOT-compliant ultrasonic inspections on high-pressure cylinders, ensuring safety and regulatory adherence.
- Created Power BI dashboards to track monthly cost trends and operational performance, helping the owner make data-driven decisions.
- Transformed raw inspection and testing data into visual reports to identify cost-saving opportunities in labor and materials.
- Collaborated with management to define monthly focus areas and KPIs, enhancing strategic planning.
- Improved audit readiness by refining data logging procedures and aligning reporting with regulatory standards.

## Academic Projects

- **AI for Student Mental Health**  
Developed a predictive model to identify students at risk of mental health issues using survey data. Emphasized ethical AI practices such as bias mitigation, data privacy, and fairness.
- **MNIST Digit Classifier**  
Built a Convolutional Neural Network (CNN) to classify handwritten digits using the MNIST dataset. Demonstrated deep learning, model training, and evaluation in a computer vision context.
- **Telecom Customer Churn Prediction**  
Created machine learning models to predict customer churn using real-world telecom data. Showcased skills in EDA, model development, evaluation, and ethical reasoning to reduce customer loss.

## Education

### Master of Science in Data Science

Bellevue University – Bellevue, NE

Graduated: May 2025

### Bachelor of Science in Applied Exercise Science

Azusa Pacific University – Azusa, CA

Graduated: December 2020

## Core Competencies

Fiber-Optic & HFC Systems · RF Signal Analysis & Troubleshooting · PON Architecture (GPON · EPON · RFoG) · TCP/IP & Wireless Networking · Python · SQL · Power BI · Data Visualization · Technical Documentation · OTDR Testing · Fusion & Mechanical Splicing ·

Customer-Facing Technical Support · Network Health Diagnostics · Predictive Analytics · Root Cause Analysis

## **Certifications**

- NCTI Field Technician Certifications (Levels I–VI)
- NCTI Maintenance Technician I–III (Completed)
- NCTI Fiber Installation & Activation (Pending Test)
- Google Advanced Data Analytics Certificate
- Microsoft Azure Fundamentals (AZ-900)