

John David Hernandez

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EDUCATION & HONORS

Amazon Web Services <i>Certified Cloud Practitioner Certified Developer Associate</i>	Expected August 2025
Linux Foundation <i>Certified Kubernetes Administrator (CKA)</i>	July 2025
edX Boot Camps <i>Cybersecurity Bootcamp (Internal Education)</i>	June 2021
Harvard Extension School , Cambridge, MA <i>Full-Stack Coding Bootcamp</i>	Sept. 2019
U.S. Department of State , Madrid, Spain <i>Fulbright University Teaching Fellowship</i>	May 2015
University of Southern California , Los Angeles, CA <i>Bachelor of Science in Mathematics and Economics</i>	May 2014

PROFESSIONAL EXPERIENCE

edX , Remote <i>Support Specialist</i> <ul style="list-style-type: none">Provided Tier II multi-platform infrastructure and application support across container management, cloud services, local VMs, full-stack deployments and SecOps tooling through 700+ live troubleshooting and pair programming sessions.Enabled operational continuity by diagnosing, debugging and resolving technical issues across IaC, Linux VMs, backend APIs, containers, cloud architectures, OS administration, encryption, full-stack codebases, IAM, scripting, frontend stacks, version control, databases, SQL/NoSQL queries, IDS/IPS/SIEM systems and network/firewall applications.Validated, tested and assessed the architectural implementation of 4000+ technical deliverables such as codebases, APIs, schemas, scripts, system configurations, command syntax, packet capture findings, log analyses and pentesting reports.Delivered operation-ready technical training across programming, software, security, network, and cloud engineering frameworks and best practices, earning 4.9/5 across KPI metrics and performance feedback.	Mar. 2020–Aug. 2024
Code for Denver , Denver, CO <i>Volunteer Developer</i> <ul style="list-style-type: none">Built a survey-based screening tool prototype for Expunge Colorado in collaboration with a team of four industry developers using tools such as AWS DynamoDB, AWS API Gateway, React.js, contentful, serverless and Survey.js.	Dec. 2020–May 2021
Glytec , Waltham, MA <i>Solution Architect</i> <ul style="list-style-type: none">Designed, secured and delivered to Production five (5) hospital system integrations for interface types such as ADFS SSO, SMART on FHIR, ADT and ORU through collaboration with clinical, engineering and business teams.	Mar. 2019–Sept. 2019
Athenahealth , Watertown, MA <i>Project Engineer</i> <ul style="list-style-type: none">Built, tested and deployed to Production 150+ system integrations by implementing security protocols, configuring batch processing and event-driven triggers, ingress/egress traffic troubleshooting and managing integration Go-Lives.Led real-time incident response for 40+ escalated network connectivity disruptions impacting Go-Live-Critical enterprise project deadlines involving data transmission failures, backlogged message queues and data pipeline misconfigurations.Secured sensitive patient and financial data integrations by configuring and troubleshooting interface encryption and authentication involving SAML 2.0, HTTP, mTLS, IPSec, packet captures, cron jobs and network settings.Improved integration resiliency, performance and scalability by collaborating across engineering and business teams to conduct incident response, root cause analysis, policy and training revisions and data transmission restoration.	June 2016–Mar. 2019

TECHNICAL SKILLSET

ADVANCED (L3): Incident Response, JavaScript, VS Code, MERN.js (React.js, Express, Node.js), Git/GitHub, REST/HTTP, Agile/Scrum, API, JSON, HTML/CSS, Postman/Insomnia, Browser DevTools, Linux, JIRA, OSI, MVC
PROFICIENT (L2): AWS (EC2, Lambda, S3, CodePipeline, CodeDeploy, ECS, CloudFormation, ELB, API Gateway), SSH, microservices, IaC, systemctl, TCP/IP, NAT/CIDR, DNS/nslookup, MySQL, MongoDB, mTLS, SSO, IAM, OOP, Bash, Kubernetes, HL7/CCDA, Wireshark, Splunk, VPN/IPSec, cURL, YAML, Apollo/GraphQL, Docker, Windows
FUNDAMENTAL (L1): CI/CD, Azure, Ansible, CVE/CVSS, firewall-cmd, TDD/Jest, OSINT/nmap, Cyber Kill Chain, Defense in Depth, AWS (EKS, RDS, DynamoDB), CIS Benchmarks, Istio, ETCD, AD, DSA, Helm, DevOps, crictl, jq