

Jose Herrera

Systems Engineer

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Summary

IT specialist with technical proficiency in creating, implementing, maintaining, and repairing software and hardware solutions both client and company facing. Ranging expertise including desktop and mobile OS platforms, remote assistance, system virtualization software, and system security. • 10 years of cross-platform experience in systems administration, automating, installing, maintaining, and repairing hardware, software, peripherals, and networks on business and consumer infrastructure. • Experience Implementing and deploying SaaS container solutions via Kubernetes and Docker / Docker Cloud. • Bug tracking and reporting in JIRA. Technical documentation for end user and employee training. • Integration of Authentication platforms LDAP and SAML on proprietary SaaS infrastructure both employee and client facing. • Expertise in Windows XP - Windows 10, OSX 10.6 - 10.18, and Linux Distributions Debian, Ubuntu, Fedora, CentOS. Extensive knowledge of cross-platform PaaS/SaaS orchestration management software and tools (Puppet, Chef, Ansible).

Working skills

Work experience

IT Consultant - Self Employed, Remote (NYC) [Nov 2019 - Present]

- Managed, and maintained Freelance portfolio across several trusted freelance platform services (Fiverr, Upwork, Guru); providing pre-negotiated web development and system admin services, cloud integration services, as well as fulfilling website maintenance requests for previous contracted works, fulfilled remotely. Provide proprietary system customizations, configuration, troubleshooting and repair across Windows, OS X, Linux, and Mobile operating system platforms. • Assist clients with technical support as needed basis via phone, remote view login, and on-site per special requests. Configure cross-platform sharing, software suites as needed. • Per client tailored solutions for hardware, software, networking, and security issues. • Install, configure, and secure CCTV setups with redundant backups. • Offer web-development services such as website creation, maintenance, web hosting configurations, among other Amazon AWS and MS Azure solutions.

Systems Engineer - BFS Capital, Coral Springs FL [Jan 2018 - Nov 2019]

- Designed and integrated client requested web-app functionality and webpages to official corporate website, implementing the use of third party API functionality via PHP, Python, and Javascript as needed to ensure availability and scaling for company web apps platform.
- Created bash shell scripts solutions that served as fix-it tools for tier 1 customer support, directly decreasing call time overall for a number of software troubleshooting contacts.
- Maintained PaaS control panels for essential employee app services. Negotiating price, functionality, and redundancies to ensure purchased services remained optimized and operational.
- Spearheaded the implementation schedule, and integration of cloud platform based Learning Management Software services Canvas, and SAP LITMOSCMS, utilized company wide for employee web-based training on internal product services and procedures, as well as critical to success company given presentations to end clients. It would go on to become the sole LMS/CMS service after effectively creating redundancies of legacy systems previously in operation with it's confluence.

IT Specialist - Examsoft Worldwide, Delray FL [Sept 2016 - Nov 2017]

- Organized all IT tier responsibilities as Zendesk tickets via custom made templates for services such as new employee on-boarding processes, existing employee device troubleshooting and solution processes, encryption, security, and service requests into existing infrastructure. • Created internal employee guides of software troubleshooting processes and software configurations for employee use. Support articles consisted of guides for licensed software such as Slack, Jira, 8x8 VoIP, Microsoft Office products, and Google Apps. • Provided day to day technical support for all employee assigned devices, including system imaging, software licensing, and software and hardware troubleshooting and repair. • Managed SaaS apps such as Slack, JIRA, and Office 365 (distribution lists, employee email creation, license management, permission levels, data retention policies, and inbox forwarding as needed), • Implemented 8x8 VoIP software system and assigned IP335 phones for all employees. • Asset security and tracking via Asset Panda for all company computer and employee assigned peripheral devices. Managed S2 Netbox Access Control System; activating, and deactivating employee access cards. • Integrated private VPN into Unifi wireless access point and router system for both company offices, increasing network security.

Software Support Specialist Tier II - Examsoft Worldwide, Delray FL [Oct 2015 - Aug 2016]

- Point of contact for technical support and educational solutions to administrative staff via phone, chat, and remote support to various client institutions with implementation, troubleshooting, and exam creation using proprietary online platform as a service. • Resolved Tier 1 escalated cases involving end user platform issues via Salesforce ticketing system. • Implement and troubleshoot API for Canvas and BlackBoard Learning Management Software (LMS) as needed by clients. Fulfilled advanced troubleshooting of proprietary platform via log file analysis in order to identify bugs, potential security concerns by client institutions.
- Created internal training documentation for proprietary software platforms for employee distribution and clients. • Assisted QA and DevOps teams with bug tracking via JIRA documentation, and use-case testing of proprietary end user platform utilizing TestRail.

System Administrator - Havana Hydroponics, FL [Aug 2014 - Jun 2015]

- Devised a streamlined order processing system which combined all orders from multiple sales channels into one account, drastically reducing fulfillment time for orders and increasing revenue. • Optimized and handled all necessary maintenance of all server hardware and software applications for workstations. • Maintained server backups, and web store virtual container snapshots using AWS Cloud Services. • Provided cross platform and mobile device technical support to sales staff and repaired any networking or system issues as needed. Handled all customer email inquiries and provided over the phone support via Zendesk.

Geek Squad Remote Fulfillment Technician – BEST BUY INC, Remote [2011– May 2014]

- Performed a wide array of technical remote support solutions and repairs for corporate server systems and client personal devices running Windows and OSX operating systems, and supporting any attached peripheral devices via Logmein software and over the phone/chat support.
- Completed over 7500 unique service jobs by the end of my employment. Consistently multi-tasked 5-10 remote clients at any given time. Created numerous internal documents entailing in detail software and system repair guides and use cases on internal software tools.
- Adapted to constant challenges and changes undergone within the remote support service channel during its infancy, helping pioneer the required remote technician standards and scope of work for employees and services which were later implemented.
- Reported to weekly team meetings to analyze weekly statistics for services performed, present new ideas and solutions to common problems, create short term focuses based on channel needs, and keep informed on upcoming software and operating system changes.

Geek Squad Computer Repair Technician – BEST BUY INC, FL [Feb 2008– May 2011]

- Provided per client tailored solutions for hardware, software, networking, and security issues.
- Designed, developed, and modified reporting processes in accordance with client specifications.
- Performed hands-on hardware installation and replacement and software troubleshooting and repair across Windows, OSX, and Linux supported platforms.
- Handled emergency data recovery on failing hard drives and attachable storage devices.

Education

B.S. in Computer Science: Florida State University [2012- Alumni Aug 2015]

- COP 3350 - Object Oriented Programming (C++) | • CEN 4020 - Software Engineering | • CDA 3100 - Computer Organization
- COP 3100 - Introduction to Unix | • CGS 2821 - Introduction to Web Development | • CIS 4250 - Ethics and Computer Science

A.S. in Information Technology: Tallahassee Community College [Alumni May 2011]

- COP2100 - Introduction to Programming (C++) | COP2200 - Intermediate Programming (C++) | • COP2120 - Introduction to Java
- TSN2500 - System Networking and Infrastructure

Industry Certifications