

DANIEL FERNANDEZ, CIOS

*Certified IT Operations Specialist
Data Scientist*

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☎ 645.248.6383

📍 Davie, FL

🌐 www.danielx0.com

SKILLS

- Python, SQL, Markdown, R
- Statistics and Probability
- Build Computer Systems
- Windows / MacOS / Linux
- Windows Server, AD, SCCM
- VMWare, Virtualization
- LAN/ WAN, Routing & Switching
- TCP/ IP, DNS, DHCP, VPN
- ITIL, ITSM, Incident/ Problem/ Change Management
- Office 365, SharePoint, Excel, Outlook, SQL, Data Recovery

EDUCATION

B.S.

Data Management / Data Analytics

Western Governors University

Relevant courses

- Programming in Python
- Probability & Statistics
- Linear Algebra
- Data Visualization
- Machine Learning
- Data Analysis with R
- Data Visualization
- Data Structures and Algorithms
- Data Systems Administration

Computer Science

Massachusetts Institute of Technology

WORK EXPERIENCE

Level II Service Management Specialist, Service Desk

Memorial Healthcare System

📅 April 2021 - July 2025

📍 Hollywood, FL

- Delivered first-level technical support to employees, resolving hardware, software, and network issues and improving response efficiency.
- Provided in-person and remote troubleshooting for end users across Windows and MacOS environments, enhancing user satisfaction
- Resolved hardware and software issues including printing, installations, and password resets, reducing staff downtime
- Identifying and resolving network, connectivity, and server issues.
- Diagnosing and troubleshooting computer issues.

Manager, Repair Technician

PC Reboot

📅 February 2010 - April 2021

📍 Pembroke Pines, FL

- Diagnosed and repaired malfunctions with printers, copiers, and multi-line phone systems, and conducted maintenance
- Setting up and installing new hardware and software systems.
- Diagnosing and troubleshooting computer issues.
- Identifying and resolving network, connectivity, and server issues.
- Providing technical support to users and resolving technical errors.
- Creating user documents and providing training on new computer systems.

Certifications

- CompTIA A+
- CompTIA Network+
- CompTIA CIOS
- ITIL 4 Foundation
- HDI - SCA
- IBM Data Science Foundation
- Google Analytics Individual Qualification
- Lenovo Authorized Warranty Service Provider

Languages

- English
- Spanish