

ERIKA HERNANDEZ

SUMMARY

Strategic IT & Cybersecurity Leader with 6+ years of experience directing enterprise IT operations, network infrastructure, and security programs across multi-site healthcare and academic environments. Proven track record leading large-scale IT projects, cybersecurity initiatives, compliance efforts (SOX, ITGC, HIPAA), and vendor management programs that improve system reliability, security posture, and operational efficiency.

Experienced in managing hybrid IT environments including LAN, WAN, Wi-Fi, cloud platforms, virtualization, and endpoint security. Demonstrated success building IT roadmaps, implementing disaster recovery and business continuity strategies, strengthening governance frameworks (NIST, CIS), and optimizing budgets through strategic vendor negotiations.

Recognized for bridging technical execution with executive communication, mentoring teams, and aligning IT strategy with organizational goals to drive scalability, resilience, and secure digital transformation.

SKILLS & ABILITIES

✓ **IT Strategy & Project Execution:** 6+ years leading cross-functional IT projects across infrastructure, security, compliance, and multi-site system integrations supporting 60+ locations.

✓ **Technical Leadership:** Led IT teams, security operations, and infrastructure modernization initiatives supporting hundreds of users across hybrid environments.

✓ **Cybersecurity & Risk Management:** Expertise in SOX, HIPAA, ITGC, NIST, and CIS frameworks; led audits, remediation programs, and compliance roadmaps to close security gaps.

✓ **IT Budgeting & Vendor Management:** Negotiated and managed vendor contracts, achieving \$250K+ in cost savings through standardization, licensing optimization, and strategic procurement.

✓ **Training, Instructional & Workforce Development:** Designed and delivered cybersecurity and IT fundamentals curriculum at SLCC and Weber State; developed hands-on labs aligned to CompTIA A+, Network+, and Security+.

✓ **Stakeholder & Executive Communication:** Presented KPIs, risk dashboards, and IT roadmaps to executive leadership; bilingual (English/Spanish) with strong cross-functional communication skills.

✓ **Staff & Talent Communication:** Fosters an enjoyable and collaborative environment where staff feel safe and supported. Leverages emotional intelligence to mentor and train new and existing staff, motivating and coaching underperforming employees toward more desirable outcomes. Embraces a diverse background to connect with and inspire a wide range of team members.

✓ **Technological Proficiency:** Advanced user of relevant workplace software and programs, with the ability to adapt to new technological advancements and workflows.

✓ **Cross-Functional Team Leadership:** Proven ability to lead and collaborate across IT, security, operations, compliance, and academic teams to deliver complex initiatives.

✓ **Risk Management:** Adept in identifying, assessing, and mitigating risks across various business operations. Talented in developing and implementing risk management strategies to protect organizational assets and ensure business continuity.

✓ **Data-Driven Decision-Making:** Leveraged metrics, reporting, and operational analytics to drive performance improvements and informed technological decisions.

✓ **Client Acquisition & Relationship Management:** Proven track record in client acquisition and relationship management, consistently exceeding financial and operational benchmarks. Possesses skills in generating and retaining diverse client relationships within the commercial real estate space.

✓ **Communication & Negotiation:** Ensuring clear understanding and collaboration among colleagues, management, executives, clients, and other stakeholders. Possesses strong emotional intelligence and negotiating skills, contributing to successful business and client outcomes.

✓ **Cloud & Hybrid Infrastructure:** Managed hybrid environments across on-prem, virtualized, and cloud platforms (M365, endpoint security, VPN, identity management).

✓ **Incident Response & Business Continuity:** Designed disaster recovery plans, supported incident response, and implemented continuity strategies to reduce downtime and operational risk.

✓ **IT Operations & Service Delivery:** Oversaw IT operations, service delivery, ticketing workflows, and SLA performance to improve reliability, uptime, and user experience.

✓ **IT Governance, Policies & Controls:** Led IT process improvement initiatives, tool standardization, and change management programs to improve adoption and service delivery.

✓ **Change Management & Process Improvement:** Led organizational change initiatives, IT process improvements, and system standardization to improve adoption and operational maturity.

TECHINICAL SKILLS

Infrastructure & Admin:

- Microsoft 365
- Azure AD
- Hyper-V
- Oracle Virtual Box
- Active Directory
- Atlassian (Jira)
- Confluence
- Genuity
- Dialpad
- Nagios Core

Security & Compliance:

- Bitdefender
- NinjaOne
- ITGC
- SOX
- HIPAA
- Risk Assessments
- Security Policies
- Pi-hole
- Microsoft Intune

Tools & Platforms:

- PowerShell
- VxRail
- Microsoft Project
- Monday.com
- DOMO
- Slack
- Dealroom
- Joomla
- ConnectWise

Instruction & LMS:

- TestOut,
- Canvas
- WordPress
- GitHub Pages

Scripting & Automation:

- PowerShell
- Bash (Basic)
- Python

Soft Skills:

- Cross-Functional Team Leadership
- Vendor Negotiation
- Change Management
- Web Analytics

PROFESSIONAL EXPERIENCE

Instructor, The School of Computing

Weber State University, Ogden, UT | Jan 2025 – Present

Formerly Adjunct Professor (Jan 2025 – Jun 2025); Promoted to Full-Time Instructor (Jul 2025 – Present)

- Teach undergraduate IT and cybersecurity courses including CYBR 2200 (CompTIA A+ equivalent), CYBR 2300 (CompTIA Network+ equivalent), and CS 3705 (Network Protocol Analysis with Wireshark).
- Design and deliver hands-on, workforce-aligned curriculum focused on job-ready technical skills for students entering IT, networking, and cybersecurity roles with limited prior experience.
- Lead practical labs covering operating systems, networking fundamentals, protocol analysis, endpoint security, virtualization, and system troubleshooting using real-world tools and environments.
- Integrate industry frameworks and best practices including NIST, CIS Critical Security Controls, and security policy fundamentals into coursework to align learning outcomes with enterprise IT and cybersecurity expectations.
- Prepare students for entry-level roles such as IT Support Specialist, Help Desk Technician, Junior Systems Administrator, and Cybersecurity Analyst through scenario-based labs and applied projects.

- Collaborate with faculty to continuously improve course content and ensure alignment with evolving industry standards, certification objectives, and workforce needs.
- Currently translating three IT/cybersecurity courses into Spanish and planning to offer bilingual sections beginning Fall 2025, expanding access and support for Spanish-speaking students.

Instructor – IT and Cybersecurity

Salt Lake Community College – Salt Lake City, UT | Aug 2024 – Aug 2025

- Served as a Subject Matter Expert (SME) in IT and cybersecurity fundamentals, guiding students through real-world concepts and certification prep.
- Designed and taught a 39-week IT/Cybersecurity curriculum aligned with CompTIA A+ and Security+ certification standards.
- Created hands-on labs and instructional content covering network troubleshooting, hardware diagnostics, system administration, and cybersecurity fundamentals.
- Led classroom and lab-based instruction, helping students improve certification pass rates and real-world IT job readiness.

Director of IT and Security

MLPT, Salt Lake City, UT | Aug 2023 – Aug 2024

- Directed daily operations of multi-site network infrastructure, ensuring secure and reliable connectivity across 60+ clinic locations in Utah, Idaho, and Montana.
- Led implementation and optimization of network and system architecture, including LAN/WAN/Wi-Fi and cloud environments, improving uptime and scalability.
- Collaborated with cybersecurity, compliance, and engineering teams to assess infrastructure risks, apply NIST/CIS best practices, and enhance operational security.
- Conducted root cause analysis on network outages; implemented process improvements that reduced downtime and improved response times across distributed systems.
- Developed and enforced standard operating procedures (SOPs) for network operations, incident response, and change control to support business continuity and disaster recovery plans.
- Managed vendor relationships, procurement, and contract negotiations, resulting in \$250K+ in cost savings through license consolidation and infrastructure upgrades.
- Implemented key systems: Bitdefender (AV), NinjaOne (RMM), and Paxton (Access), improving endpoint protection and physical security.

Associate IT Manager

MRM, Salt Lake City, UT | Aug 2022 – Aug 2023

- Led SOX/ITGC remediation projects and passed full IT audits after multiple years of deficiencies.
- Spearheaded infrastructure improvements, including server upgrades and documentation overhaul.
- Managed Jira ticketing, Patch Tuesday compliance, and implemented new policies across teams.

- Oversaw service desk ticket workflows, enforced SLAs, and expanded internal knowledge base documentation to improve resolution times and user satisfaction.
- Mentored junior technicians and managed project timelines for asset tracking and security tools.
- Maintained AV equipment and ensured seamless technology setup for live sessions both locally and nationally.

Information Technology System Administrator

MRM – Salt Lake City, UT | Feb 2022 – July 2022

- Installed, configured, and maintained servers, Windows OS (7, 10), and VMware/vSphere systems, ensuring reliable infrastructure performance across departments.
- Administered Active Directory (AD), DNS, DHCP, and Group Policies for seamless network access and security compliance.
- Managed Patch Tuesday updates and antivirus solutions, ensuring endpoint protection and minimizing vulnerabilities.
- Conducted hardware diagnostics and infrastructure maintenance to reduce downtime and increase end-user satisfaction.
- Supported ticket triage, backup systems, network storage, and server patching within HIPAA- and SOX-regulated environments.
- Maintained compliance and documentation standards for ITGC and internal audit tracking.

Marketing Manager (Prior Career)

NBCUniversal Media | Aug 2015 – Apr 2017

- Led B2B and B2C marketing campaigns across radio, digital, and billboard platforms, driving revenue and audience engagement.
- Managed large-scale event operations, including the Cinco de Mayo Festival (15,000+ attendees), overseeing vendor coordination, talent booking, and security logistics.
- Developed and executed digital and social media campaigns in English and Spanish, increasing website traffic and engagement across multicultural markets.
- Designed eye-catching outdoor billboard campaigns, leveraging strong creative strategies to boost brand visibility and local awareness.
- Increased social media reach and click-through rates through data-driven targeting, audience segmentation, and real-time performance tracking.
- Partnered with local businesses, event promoters, and advertisers to create bundled promotions and cross-platform media solutions.

EDUCATION

Master of Science – Cybersecurity

Utah Valley University – 2024 - **The Master of Science in Cybersecurity is intended for individuals who desire to acquire additional cybersecurity knowledge, skills, and abilities to pursue new or advanced existing careers in cybersecurity.*

Bachelor of Science – Network Management Technology

Weber State University – 2022

Associate of Science – Computer Sciences and Information Systems

Salt Lake Community College – 2020

CERTIFICATIONS

- Network & System Admin
- Network Routing & Switching
- Fortinet NSE 1–3 – Network Security Associate

PROFESSIONAL DEVELOPMENT

- The 21 Irrefutable Laws of Leadership – John C. Maxwell
- How to Win Friends and Influence People – Dale Carnegie
- SANS Institute – Attended security-focused webinars on risk management and incident response
- Google Cloud Platform (GCP) – Participated in cloud fundamentals and infrastructure optimization sessions
- CIN TTT Series: A+ Core 1 & 2 – Completed CompTIA Train-the-Trainer webinars focused on A+ exam readiness and instructional best practices
- CIN TTT Series: Linux+ – Completed CompTIA Train-the-Trainer webinars focused on Linux system administration fundamentals, exam readiness, and instructional best practices.
- CIN TTT Series: Security+ / SecAI+ – Completed CompTIA Train-the-Trainer webinars focused on cybersecurity fundamentals, security operations, risk management, and exam-aligned instructional strategies.
- Podcast: Dark Reading Confidential – Ongoing listener; covers emerging cyber threats, security.
- Podcast: Think Like A CEO with Gary Keller & Jay Papasan (Keller Podcast Network) – Explores leadership, growth strategy, and decision-making from a business owner's mindset