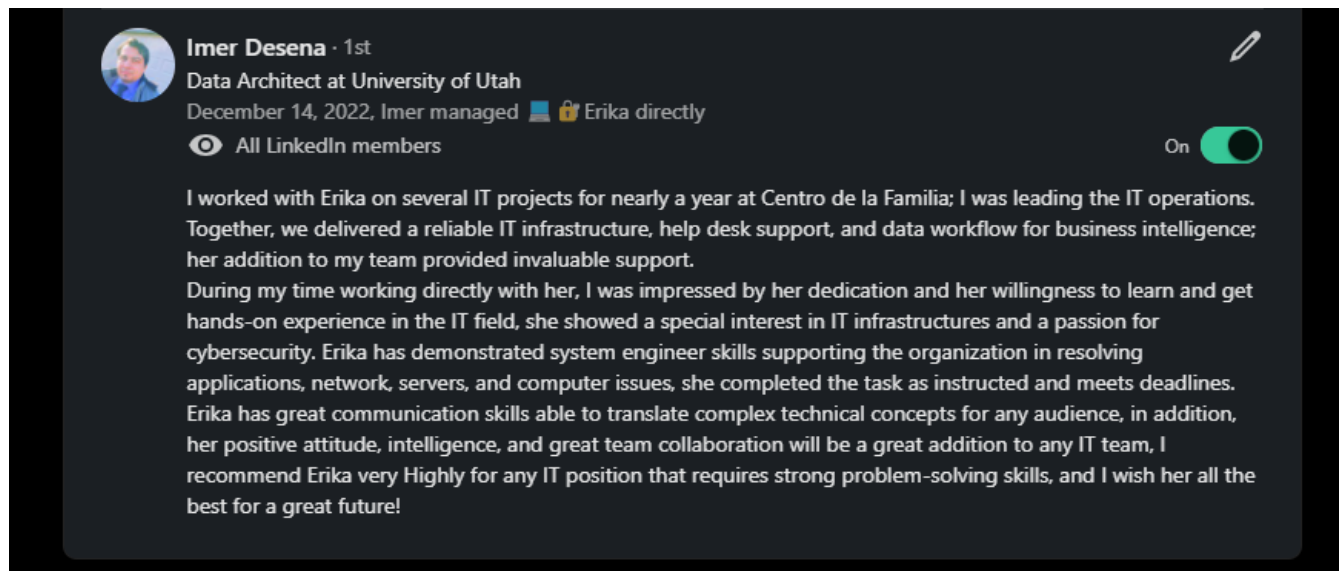


# References




I've included references from my two most recent positions, where I served in IT leadership roles and worked closely with individuals at all levels of the organization—from C-level executives to direct reports. These references provide direct insight into my technical expertise, leadership style, and ability to lead high-performing teams. You're welcome to contact them directly using the phone numbers and emails provided.

I've also attached screenshots of several LinkedIn recommendations from a diverse range of colleagues—including a CFO, a compliance manager, and IT technicians I personally hired and mentored. These testimonials reflect the trust I've built, the talent I've developed, and the cross-functional impact I've made. They also highlight my ability to lead strategic initiatives, improve operations, and build service-focused IT teams that consistently deliver results.

Imer was my supervisor at Head Start / Centro de la Familia, where he provided outstanding leadership and support. Under his guidance, I developed critical skills in IT management and end-user support. His mentorship played a key role in helping me improve technical processes and deliver exceptional service. Imer has also written a recommendation on my LinkedIn profile, highlighting my contributions during my time there.



The screenshot shows a LinkedIn recommendation card. At the top left is a circular profile picture of Imer Desena. To its right, the text reads "Imer Desena · 1st", "Data Architect at University of Utah", and "December 14, 2022, Imer managed [Erika's profile icon] Erika directly". Below this is a toggle switch labeled "All LinkedIn members" which is currently turned "On". The main body of the recommendation is a paragraph of text praising Erika's IT skills and leadership.

**Imer Desena · 1st**  
Data Architect at University of Utah  
December 14, 2022, Imer managed  Erika directly  
 All LinkedIn members On 

I worked with Erika on several IT projects for nearly a year at Centro de la Familia; I was leading the IT operations. Together, we delivered a reliable IT infrastructure, help desk support, and data workflow for business intelligence; her addition to my team provided invaluable support.


During my time working directly with her, I was impressed by her dedication and her willingness to learn and get hands-on experience in the IT field, she showed a special interest in IT infrastructures and a passion for cybersecurity. Erika has demonstrated system engineer skills supporting the organization in resolving applications, network, servers, and computer issues, she completed the task as instructed and meets deadlines. Erika has great communication skills able to translate complex technical concepts for any audience, in addition, her positive attitude, intelligence, and great team collaboration will be a great addition to any IT team, I recommend Erika very Highly for any IT position that requires strong problem-solving skills, and I wish her all the best for a great future!

Jordan was my supervisor at MRM and was instrumental in helping me transition into more advanced IT roles. His mentorship encouraged me to explore innovative solutions and significantly accelerated my growth as a systems administrator. His support, patience, and commitment to professional development made a lasting impact. He has also shared a recommendation on my LinkedIn profile outlining my work and accomplishments at MRM.



**Jordan M. Farmer** · 1st

OT Network Operations Manager at Roseburg Forest Products

June 18, 2024, Jordan M. managed   Erika directly

To Whom It May Concern,

I am writing to enthusiastically recommend Erika Hernandez for any position or opportunity she seeks to pursue. Erika worked under my direct supervision as a System Administrator at MRM, and during her tenure, she proved to be an invaluable asset to our team.

From her very first day, Erika demonstrated exceptional technical skills and a keen understanding of our systems. She quickly became a reliable escalation resource for the helpdesk team, consistently providing efficient and effective solutions to complex issues. Her ability to troubleshoot and resolve technical problems was matched by her dedication to delivering top-tier customer service to everyone she interacted with.

Erika's professionalism, attention to detail, and strong work ethic ensured that any task assigned to her was completed promptly and accurately. She managed her responsibilities with a high level of competence and consistently exceeded expectations. Her proactive approach and ability to handle multiple tasks under pressure made her an indispensable member of our team.

One of Erika's most commendable qualities is her exceptional interpersonal skills. She has a natural ability to communicate technical information clearly and effectively, both to technical and non-technical staff. This, coupled with her friendly and approachable demeanor, made her a favorite among colleagues and clients alike.

I can confidently say that Erika would be a tremendous asset to any organization. Her technical expertise, coupled with her dedication and customer-centric approach, sets her apart as a standout professional in her field. I would hire her back without hesitation, as she embodies the qualities of a top-tier System Administrator.


Sincerely,  
Jordan Farmer


Tammie and I worked closely together at MRM, where collaboration between HR and IT was essential. She was an exceptional colleague—professional, positive, and highly knowledgeable in HR operations. I greatly valued our working relationship and would be thrilled to work with her again. Her ability to foster strong cross-departmental teamwork made a real difference in our day-to-day operations.



**Tammie Llewellyn** · 1st

Trusted HR Leader | Championing Diversity & Employee Experience | Mental Health Certified | Strong in HR Ops, Payroll, Employment Law & Tech.

June 17, 2024, Tammie worked with  Erika but on different teams

 All LinkedIn members

On 

Erika is a great choice for any IT-related position she may pursue. I had the pleasure of working with her for several years at MRM, where she demonstrated an exceptional level of professionalism, expertise, and commitment to excellence.

Erika is an exemplary IT professional known for her rigorous approach to security and compliance. Her keen eye for identifying hidden issues that were costing the company unnecessary expenses saved our company significant resources. Erika took her department from a previous legacy of failed audits to an updated, organized audit pass on all items. She excels in optimizing programs to enhance operational efficiency, ensuring our systems met and exceeded industry standards.

Erika possesses an outstanding ability to analyze complex issues and develop innovative solutions. She helped our team create many templates for ease of process. In the constantly changing field of IT, she continues to stay current by expanding her knowledge and exerting the effort involved to obtain her Master's degree.

In addition to her professional skills, Erika brings a unique perspective as a diverse female profession in the IT field. Her experiences and insights contribute significantly to creating a more inclusive and effective workplace. Erika has is the ability to balance the demands of leadership expecting miracles from IT and understanding the service part of helping those tech challenged. As a leader, she is committed to fostering an environment where everyone can thrive.


Erika is a rare find in the IT world —someone who combines technical proficiency with an unwavering commitment to improving organizational processes and a genuine passion for helping others succeed. She was a tremendous asset to MRM and would be to any organization.

## Nathan Smith – CFO, Mountain Land Physical Therapy

Nathan was the Chief Financial Officer at MLPT, and although I didn't report to him directly, we worked very closely on several strategic financial and operational initiatives. This was one of many instances where I partnered with high-level leadership to identify inefficiencies and implement lasting solutions.





One major project involved analyzing expenses across 60+ clinic locations, where we uncovered billing inconsistencies from over 10 different internet service providers. I led the consolidation into a single provider, streamlined vendor management, and built custom, easy-to-read reports for Nathan's finance team. This effort not only increased transparency but also saved the company thousands of dollars per month.


Nathan's recommendation highlights my ability to collaborate effectively with executive leadership, align IT operations with business objectives, and deliver measurable cost-saving results.




**Nathan Smith** · 1st

Experienced Strategic CFO | Partnering for Financial Growth and Seamless Market Access

February 13, 2025, Nathan was senior to   Erika but didn't manage   Erika directly

 All LinkedIn members

On 

I had the pleasure of working alongside Erika during our time at Mountain Land Physical Therapy, and I can confidently say she is a dedicated and talented professional and I was fortunate to have the opportunity to collaborate with her.

Erika brings a unique combination of leadership, strategic thinking, and a deep commitment to both her team and the organization she serves. She has an exceptional ability to balance operational efficiency with compassionate care—ensuring that business objectives are met while maintaining the highest standards of customer experience. Her attention to detail, problem-solving skills, and ability to navigate complex challenges made a significant impact on the organization.

Beyond her technical expertise, Erika is a natural leader who fosters a culture of teamwork and growth. She is someone you can count on to take initiative, execute with excellence, and inspire those around her. Any organization would be fortunate to have her on their team, and I look forward to seeing the continued success she brings to her career.

## Hayden Robison – IT Technician, Mountain Land Physical Therapy

I hired Hayden during my time as Director of IT at MLPT, and he quickly proved to be one of the best hires I've made. He came from a teaching background but showed a strong eagerness to learn and a genuine passion for technology. His ability to adapt, learn quickly, and apply his communication skills to front-facing user support made him an invaluable part of our team.

Hayden reported directly to me and played a key role in several major initiatives, including the rollout of new software systems and support for multiple company integrations. We also worked together to implement a company-wide ticketing system and a remote management platform, which significantly improved both internal processes and end-user support.

His recommendation speaks to my leadership approach—identifying talent, developing people, and building a high-performing support team. I would gladly work with or hire Hayden again without hesitation.



**Hayden Robison** · 1st

Data Quality Control Analyst - UTAPS-CDI

May 9, 2025, Hayden reported directly to Erika

I had the opportunity to work with Erika Hernandez at Mountain Land Physical Therapy, where she served as Director of IT and I was an IT Technician. Erika is a highly capable and decisive leader who brings clarity, structure, and vision to complex IT challenges. She has a coaching leadership style that empowers her team to grow, rather than micromanaging, and it made a big impact on my professional development. During our time working together, she implemented a company-wide ticketing system and a remote management tool that transformed how we supported end users. She also brought much-needed organization to the IT department, building systems and processes from the ground up. Erika's resourcefulness, calm under pressure, and dedication to excellence make her someone I'd gladly work with again.

## Paul Frontera – Infrastructure Engineer, MRM

Paul and I worked together on major infrastructure projects while I was at MRM. Although we were on different teams, we collaborated frequently due to the scale and complexity of the environment. His recommendation speaks to my technical communication skills, cross-team collaboration, and ability to lead projects involving VMware and cloud deployments.



**Paul Frontera** · 1st

Senior Infrastructure Engineer, Interpublic Group (IPG)

June 17, 2024, Paul worked with Erika but on different teams

All LinkedIn members

On

I've worked with Erika for 2 years and she is an extremely capable I.T. professional. We worked together on a few high profile projects for MRM including deploying an VxRail as well as deploying a cloud file gateway solution for her Salt Lake City office. She is a great communicator as well as a person who wants to learn and grow in her career. I highly recommend Erika for employment in an I.T. field.

## Ashton Chatelain – Help Desk Administrator, MRM

I hired Ashton during my time at MRM, and he brought a strong background in computer science with a passion for programming. While his role started on the help desk, I quickly recognized his talent and found opportunities for him to contribute beyond traditional support—particularly in automating processes and improving operational efficiency.

Ashton was instrumental in helping us successfully pass a major audit for the first time. With over a hundred controls to manage annually to maintain compliance with public company standards, his technical skills and attention to detail made a significant impact. His ability to streamline documentation, assist in system reporting, and support audit readiness helped our department exceed expectations.

His recommendation reflects my ability to identify and develop high-potential team members, align their strengths with strategic goals, and build the kind of team that drives real results. I would absolutely hire or work with Ashton again..



**Ashton Chatelain** · 1st

Bachelor of Computer Science, graduated with honors.

August 22, 2024, Ashton reported directly to 🏢🔒 Erika

I am pleased to recommend Erika Hernandez for her outstanding work in IT Management. As a Help Desk Administrator, I have observed Erika's expertise firsthand.

Erika excels in managing complex IT systems, enhancing security and performance, and implementing effective strategies that align with organizational goals. Her proficiency in cyber security is equally impressive; she has developed and executed robust security measures that protect organizations from emerging threats.

Her leadership and communication skills are also noteworthy. Erika effectively leads teams, simplifies complex technical concepts for diverse audiences, and ensures successful project outcomes.


I am confident in Erika's abilities and highly recommend her for any role in IT management.

Sincerely,

Ashton Chatelain


## Daniel Ocaña Bruno – BISO, IPG



Daniel was the IT Compliance Manager at IPG, and we worked together on security-related initiatives. His recommendation emphasizes my ability to think strategically, communicate complex ideas, and consistently exceed expectations while introducing innovative solutions.



**Daniel Ocaña Bruno** · 1st

Business Information Security Officer (BISO) at IPG & Global IT Compliance Manager (MWG WW)

July 22, 2024, Daniel worked with  Erika on the same team

 All LinkedIn members On 

I have had the privilege of collaborating with Erika within the same group. Demonstrating exceptional intelligence and an agile mindset, Erika is not only adept at comprehending complex concepts but also exhibits an unquenchable thirst for knowledge. Erika's dedication to excellence is manifest in every endeavor she undertakes, rendering her an indispensable member of any team. Erika invariably exceeds expectations, introducing innovative solutions to intricate challenges. Her commitment and enthusiasm for her work are genuinely motivating.