

ERIKA HERNANDEZ

SUMMARY

Strategic and hands-on IT leader with 5+ years of experience managing service desk teams, enterprise applications, and global infrastructure. Proven success in ticketing systems, SLA enforcement, endpoint compliance (Intune), and cross-functional team mentorship. Experienced in supporting AV systems, Salesforce, SAP, and Microsoft 365 platforms.

SKILLS & ABILITIES

✓ **IT Strategy & Project Execution:** Over 5 years leading cross-functional projects in infrastructure, security, and compliance. Led multi-state system integrations across 60+ locations.

✓ **Technical Leadership:** Managed IT teams, security operations, and infrastructure upgrades. Created scalable systems supporting hundreds of users.

✓ **Cybersecurity & Risk Management:** Expert in SOX, HIPAA, ITGC controls. Designed policies, led audits, implemented new compliance roadmaps, and closed critical gaps.

✓ **IT Budgeting & Cost Control:** Negotiated and managed vendor contracts, saving over \$250K through standardization, license consolidation, and strategic procurement.

✓ **Training & Instructional Leadership:** Designed and taught cybersecurity and system fundamentals at SLCC and Weber State. Built A+/Security+ curriculum and hands-on labs.

✓ **Vendor & Stakeholder Management:** Managed MSPs and internal stakeholders. Led RFPs, tool evaluations, and vendor transitions for enterprise tools like NinjaOne, Bitdefender, and Paxton.

✓ **Multidisciplinary Communication:** Bilingual (English/Spanish) with strong executive communication skills. Presented KPIs, risk dashboards, and strategic plans to C-level leadership.

✓ **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:** Strong leadership skills across different departments, with a proven track record of developing and managing cross-functional teams.

✓ **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:** Impactful data analysis and interpretation, leveraging insights to inform strategic decisions, enhance operational efficiency, and conducting comprehensive market analyses to identify and capitalize on growth opportunities.

✓ **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.

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 – IT and Cybersecurity

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

- 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

- Oversaw enterprise IT operations across 60+ clinics; led 20+ site integrations with zero disruption.
- Managed a distributed IT support team across multiple states, coordinating remote troubleshooting and cross-site escalations with consistent service delivery.
- Implemented key systems: Bitdefender (AV), NinjaOne (RMM), and Paxton (Access), improving endpoint protection and physical security.
- Standardized IT policies, reducing support ticket volume by 40% and improving incident response.
- Managed IT vendor contracts and budget; saved \$250K+ through optimized procurement and licensing.
- Reported progress to C-level executives and investors through dashboards and weekly updates.

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

Master of Science – Artificial Intelligence (in progress)

University of Utah – Start: Fall 2025

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
- 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