

# EDUARDO FERNANDEZ



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[LinkedIn](#)



Phoenix, Arizona

Complex situations in a fast-paced world require creative solutions. I thrive on using innovative technologies to assist in streamlining processes, enhancing user experience, and providing an end-product that will increase the customer's productivity.

## SKILLS

- Innovative & Solutions Focused
- Proficient in Website Design & Implementation
- Mediator in Cross-Cultural Communication
- Project Management Oriented
- Developer and Leader in Coordinated Strategies
- Motivated Learning Professional
- Data & Results Driven

## LANGUAGES

### ENGLISH

*Fluent in both written and verbal communication*

### SPANISH

*Fluent in both written and verbal communication*

### ARTIFICIAL LANGUAGES

*PHP, HTML, CSS, Jscript, MySQL*

## Youtech Agency - Technology Manager

*Feb 2020 – Present*

### Internal Support

- **Providing multi-state** (Arizona, Illinois, Nevada, Texas) on-site and virtual **IT support** for 200+ agency employee's computer equipment, AI/Smart Devices AV equipment, Bluetooth technologies, Voice Over IP, etc.
- **Providing specialized technical assistance** to internal operations, including but not limited to: Updating software applications and compatibility structures, troubleshooting configuration of website servers, fixing databases.

### External Client Solutions

- **Maintaining over 250 client websites** within various cloud platforms.
- **Coordination, support and customized solutions** for external client IT support teams.

### General Responsibilities

- **Project Management** design, development, maintenance and launch of high-end custom websites.
- **Implementation** and maintenance of the VoIP **communications system**.
- **Enhancement of processes** by researching new technologies to introduce as company best practices.

## DTechGuy – Owner/Operator – IT Consulting

*Sept 2014 – Present*

- [Dtechguy.com](http://Dtechguy.com)
- Specialized in offering technology solutions for small and large enterprises.

## TECHNOLOGY PROFICIENCIES

- **Applications:** WordPress, Google Workspace, Azure, Microsoft 365, Drop-Box, SharePoint, Teamwork, Slack, CRM platform
- **Cloud Services:** AWS, cPanel, SSH, WebMin, WPEngine, Virtual Servers
- **Network Technologies:** VoIP, Network, VPN, VLANs
- **Networking:** Cisco, Fortinet, SonicWall, pfSense
- **Operating Systems:** Linux, MacOS, Windows, Android, iPhone

## **Automotive Dealership Institute – IT Manager/General Assistant**

*Sept 2014 – Feb 2018*

- Updated and maintained the company's website.
- Developed online marketing strategies to drive business success through PPC, SEO, and social media.
- Provided General IT Support on Servers/Network all technological infrastructure.
- Provided Tech Support for students on online course and in-house software applications.

## **AZ Travel Center – IT Manager/Customer Service Support**

*June 2011 – Sept 2014*

- Created and maintained member websites and software applications.
- Developed all Travel Club clients and Travel Club Members Support websites.
- Supported all internal employee/ computer equipment/network applications/software installation and maintenance.

## **EDUCATION**

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Finance & Insurance Manager Certification  
*Automotive Dealership Institute*  
2016

*Capilano College*  
1994 - 1995 North Vancouver BC, Canada

*Sentinel High School*  
1989 - 1994 West Vancouver BC, Canada

“ Entrepreneurs don't  
finish when we are tired. We  
finish when we are done. ”  
~Robert T Kiyosaki~

