

Jordan Hernaez

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Education

Associate of Science. Computer Science

December 12, 2022

Brightpoint Community College (Formerly John Tyler Community College) - Midlothian, Virginia

GPA: 4.0

Bachelor of Science, Cybersecurity

Degree Anticipated December 2024

Old Dominion University - Norfolk, Virginia

Current GPA: 4.0

Skills

- Languages: Python, Java
 - Applications: Microsoft Office Suite, NICE IEX, Sony Vegas, NetBeans, Eclipse, PyCharm
 - Experience responsibly handling sensitive/personally identifiable information and proprietary data
 - Demonstrated expertise in continuous personal and team growth
 - Leadership experience in small to large team delegation working as part of a coordinated team
 - Excellent organization, communication, computer literacy, and technical skills
 - Extremely fast learner with positive attitude and strong work ethic
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Experience

TTEC – Manager, Service Delivery

Midlothian, Virginia — May 1st, 2020 – December 1st, 2021

- Supervised a team of 10 team leads and over 150 agents in a remote environment, while simultaneously supporting a department of over 400 employees
- Developed and implemented processes to optimize client handling and resolution
- Drove performance via team lead trend analysis and established processes based on individual proficiencies
- Delegated tasks efficiently to ensure deliverables were met timely and accurately
- Hosted numerous department-wide meetings to inform and coach on process optimization and accuracy
- Responsibly handled and assessed hundreds of customer's personally identifiable information daily utilizing proprietary systems
- Multitasked via monitoring and assisting agents and team leads while performing administrative duties
- Relayed criticisms and concerns to team leads in an easily definable and respectful manner
- Identified and outlined opportunities to facilitate team growth and career development
- Performed job duties outside of scheduled working hours to ensure all individual and unit goals were met or exceeded

Utilquest/Benchmark – Locator 2

Mechanicsville, Virginia — December 3rd, 2018 – May 1st, 2020

- Utilized specialized equipment to locate and mark underground utilities to prevent damage and injury
- Identified and documented irregularities and potential causes for concern
- Communicated with contractors and homeowners to mitigate potential concerns
- Trained new hires and introduced them to previously foreign concepts and troubleshooting methods
- Responsible for company equipment, such as a work vehicle, phone, computer, etc.
- Consistently worked 55+ hours/weekends to ensure all objectives were completed and team goals were met

eBay/Amazon Ecommerce Sales - Reseller

Midlothian, Virginia — September 7th, 2010 – December 31st, 2020

- Specialized in reselling/repair of smartphones, computer hardware, and other electronics
- Continuously studied new techniques to expand knowledge and remain current
- Operated a profitable LLC with 100% positive reviews from customers
- Conducted research of products and analyzing sales patterns to promote growth
- Consistently communicated with buyers and sellers to ensure quality of products and service