

JULIAN FERNANDEZ

SUMMARY

IT Systems Engineer and Security Analyst with expertise in enhancing security compliance and optimizing IT operations. Proven ability to manage enterprise hybrid environments and network infrastructure effectively. Adept at collaborating with executive leadership to implement technical strategies that improve operational efficiency and mitigate risks.

SKILLS

Soft Skills: Analytical thinking, Communication, Cross-functional collaboration, Decision-making, Detail-oriented, Planning, Strategic problem-solving, Stakeholder management, Time management
Technical Skills: NinjaOne, Addigy, Windows Server, Microsoft 365, Google Workspace, Firewalls, Access Points, Switches, Routers, HTML, CSS, UX Design, R, Python, SQL Server, Tableau, RapidMiner, Mendix, Agile methodology

EXPERIENCE

TECHNICAL ACCOUNT MANAGER

Jun 2022 - Present

Dega Systems LLC

New York, NY

- Spearheaded the implementation of NIST, CISA, CIS, and zero-trust architecture standards across 52+ hybrid client environments, improving overall security compliance scores by 25%.
- Conducted comprehensive IT audits of SaaS applications and enterprise networks, using benchmarking and risk assessments to reduce vulnerability exposure by 20% and ensure regulatory alignment.
- Advised internal C-suite executives on IT optimization strategies that reduced ticket volume, improved client retention, and generated \$250K+ in non-recurring revenue through project-based engagements.
- Managed 22 client accounts, conducting monthly strategic reviews with stakeholders to present security analysis findings and recommend technology improvements that enhanced compliance and increased security.
- Administered Windows Active Directory, Google Workspace and Microsoft 365 ecosystems, overseeing IAM, endpoint security, endpoint management, and software deployment through Intune, NinjaOne, and Addigy.
- Enhanced cybersecurity operations by integrating SentinelOne SIEM, formalizing incident response playbooks, and optimizing policy configurations.
- Developed and maintained 10,000+ technical SOPs, response plans, and records in IT Glue, improving documentation accuracy and reducing support SLA time.

L2 TECHNICAL SUPPORT ENGINEER

Sep 2020 – Jun 2022

Dega Systems LLC

New York, NY

- Delivered IT support for software and hardware issues across 40 organizations, managing over 1,000 user accounts and endpoints, improving operational efficiency, and ensuring timely resolution within 30-minute SLA timeframes.
- Resolved 20+ daily support tickets via phone, email, and Autotask ticketing system, consistently achieving high customer satisfaction through prompt, high-quality resolutions.
- Supported Windows, Macs, Active Directory, Azure AD, Google Workspace, VoIP systems, network printers, VPNs, and basic firewall troubleshooting.
- Streamlined user onboarding and offboarding processes, managing accounts and workstation setup across on-premises servers and cloud platforms to ensure seamless access and security.

EDUCATION

BACHELOR OF SCIENCE IN COMPUTER INFORMATION SYSTEMS

Sep 2016 – May 2020

Quinnipiac University

Hamden, CT

- Minor in Business Analytics
- Dean's List: Spring 2019, Fall 2019, Spring 2020
- Member of Zeta Beta Tau Fraternity

CERTIFICATIONS

RAPID DEVELOPER

Nov 2019 – Present

Mendix

MACHINE LEARNING PROFESSIONAL CERTIFICATION

May 2019 – Present

RapidMiner

ANALYTICS INDIVIDUAL QUALIFICATION

May 2019 – May 2020

Google