

# Gerardo Hernandez, Jr

Cloud Administration Professional

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Cloud Administrator with experience maintaining the infrastructure and functionality of a company's cloud structures. Assisting the client in installing their cloud services while working alongside cloud engineers and other cloud management employees to ensure that networks continue to function well.

## Technical Skills

Demonstrated technical aptitude with Windows 10 and Linux operating systems - Linux security (firewalls, users, permissions, and SELinux) - Bash scripting - Identity and Access Management (IAM) best practices - AWS Products, Services, and Solutions Architecture (compute, networking, storage)

## Certifications

Amazon Web Services Certified Cloud Practitioner

*The AWS Certified Cloud Practitioner examination demonstrates an overall understanding of the AWS Cloud*

[Credential verification website](#)

## Military Experience

**United States Air Force**, Colorado Springs, CO

*US Air Force Veteran Airman Rank E-2 7/1972 - 12/1972*

- Squad leader - responsible for roles and duties of those men in the squad. Saved time and effort by being the example of an exemplary U.S. Air Force Airman in a leadership role.

## Professional Experience

**Cuellar and Associates, L.L.C.** San Antonio, TX

*Medicare Field Sales Agent Aug 2021 - Jan 2022*

- Developed efficient and effective marketing /sales skills to grow the business in the Medicare plans client base by adding to the company's book of business, achieving client retention and growth at better than 50 - 80%.
- Bilingual English/Spanish language skill level opened the door of opportunity in the Hispanic Medicare market to fulfill a need in the community for knowledgeable Medicare agents and grow that part of the business.
- Mentored new agents on how to conduct a sales presentation saving the company thousands of dollars by proactively training them on the job and leveraging my skills to create more revenue for the company.
- Saved training dollars by assisting new agents in the field to build their book of business, thus allowing the new agents to be productive instead of sitting in the classroom losing sales opportunities.

## **Humana**

*Medicare Telesales Agent* Jul 2012 - Dec 2020

- Achieved 90% or better Quality Assurance ratings, thus saving the company thousands of dollars in fines by the Centers for Medicare and Medicaid Services.
- Developed phone sales strategies in dealing with irate customers who were Spanish speakers, intently solving their issues, thereby retaining customers who would otherwise change Insurance carriers
- Consistently helped new telesales agents by mentoring and sharing with them the knowledge and experience I had, thus saving the company thousands of dollars in training costs.

## **Education**

### **Codeup**

Certificate of Completion

Jan 2020 - Jul 2020

A fully-immersive, certification-based, and intensive 15-week Cloud Administration Career Accelerator that provides students with 525 hours of expert instruction focused on Networking, Security, Linux, and AWS.

### **University of Texas**

Bachelor of Science

Sep 1975 - May 1977

Completed two years of an undergraduate Math and Computer Science curriculum after transferring from the University of Texas at Austin.