

# ROBERT HERNANDEZ

IT SERVICE DELIVERY | ELECTORAL SUPPORT | SDLC



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If you are seeking a Service Delivery Manager, Election Support SME, or SDLC Expert – my ~15 years as a developer, information architect, business analyst, and technology strategist will prove invaluable to your organization. Your organization will experience quicker software delivery times and increased infrastructure and operational efficiencies as a result of the dedication to proper DevOps, SiteOps, and Agile principles that have become the signature of my work.

## ATTRIBUTES

|                          |                   |
|--------------------------|-------------------|
|                          | some good skilled |
| Technical Ability        | ●●●●●○            |
| Planning / Organization  | ●●●●○             |
| Creative Problem Solving | ●●●●●             |
| Leadership               | ●●●●●○            |

## ACHIEVEMENTS

Implemented SiteOps, DevOps, and Agile processes and procedures that allowed VTL to successfully scale two-fold.

In ~5 months, rapid-prototyped a well-received Performance Monitoring and Impact Analysis tool for USAID Iraq.

Managed a data exchange implementation project between Iraq's justice sector ministries and police agencies.

Briefed Secretary of State Albright and Canadian Prime Minister Clark on the Nigerian Voter Registry Assessment.

Developed the first live Election Results website used in Afghanistan.

## PROFESSIONAL SKILLS

|                        |                   |
|------------------------|-------------------|
|                        | some good skilled |
| User/Client Review     | ●●●●●●            |
| Requirements Gathering | ●●●●●●            |
| Service Delivery       | ●●●●●●            |
| Change Management      | ●●●●●●            |

|                         |        |
|-------------------------|--------|
| Drupal 6/7              | ●●●●●○ |
| Project / Visio         | ●●●●○  |
| HTML 4/5, CSS 2/3       | ●●●●●○ |
| PHP 5.x                 | ●●●●○  |
| IIS 5/6/7               | ●●●●○  |
| Apache 2                | ●●●●○  |
| Windows (All versions)  | ●●●●●● |
| Linux, SSH, Terminal    | ●●●●○  |
| AD, DHCP, DNS, VPN, RAS | ●●●●○  |
| SQL Server (T-SQL, DTS) | ●●●●●● |
| MySQL                   | ●●●●○  |
| VirtualBox / VMWare     | ●●●●○  |

## EMPLOYMENT / CONTRACT HISTORY

### May '12–Current DRUPAL SME & CTO

Chicago, USA Beget, LLC (thru 2013) / VTL, INC (2014–Current)  
Serve as a contract subject matter expert on: Drupal, Agile Development by Scrum, Information Architecture, UI/UX, SDLC, and Requirements Development.

### Apr '12–Jun '12 CYBER SECURITY ANALYST

Chicago, USA CITY OF CHICAGO / UNISYS  
Provided technical assistance to further secure City systems in preparation for the 2012 NATO Summit.

### Jul '11–Jan '12 INFORMATION MANAGEMENT SPECIALIST

Iraq USAID IRAQ  
Rapid-prototyped a Drupal based information management system focused on the impact analysis and performance monitoring of US funded assistance projects in Iraq.

### Nov '10–Feb '11 DATA CENTER & ELECTION RESULTS ADVISOR

Kosovo INTERNATIONAL FOUNDATION FOR ELECTION SYSTEMS  
Served as the results, data integrity, and data center advisor to the Kosovo Election Commission.

### Jul '09–Sep '10 DATA INTEGRATION UNIT MANAGER

Iraq CIVILIAN POLICE INTERNATIONAL  
Coordinated the team that developed the suite of applications (and the associated English and Arabic training materials) for the secure exchange of data between Iraqi government court, prison, and police entities.

### Oct '07–May '08 DIRECTOR, IT SERVICES GROUP

Iraq MANAGEMENT SYSTEMS INTERNATIONAL  
Led a 15 person IT department responsible for internal systems administration and developing capacity building solutions for Iraqi-government IT counterparts.



Enterprise Administrator, 2008 Server Database Administrator, SQL Server 2008



Windows Server 2008 Network Infrastructure  
Windows Server 2008 Applications Platform  
Windows Server 2008 Active Directory  
Microsoft Windows 7  
SQL Server 2008 Implementation & Maintenance



## EMPLOYMENT HISTORY (CONT.)

- Nov '06–Apr '07 **VOTER REGISTRATION/IT CONSULTANT**   
Nigeria  **INT'L FOUNDATION FOR ELECTION SYSTEMS**  
Served as a technical advisor to the Nigerian Election Commission. Conducted an analysis of vendor-developed voter registration software and the final voters registry.
- Jul '05–Dec '05 **DEPUTY HEAD, COMMS & IT DEPARTMENT**   
Afghanistan  **UN OFFICE FOR PROJECT SERVICES**  
Co-managed a 20 person IT department and 24-hour data entry operation. Also served as the database administrator and applications development coordinator.
- Dec '04–Mar '05 **CHIEF, IT PROJECTS**   
Jordan  **UNITED NATIONS DEVELOPMENT PROGRAMME**  
Coordinated the team of project officers and developers supporting the Iraq Out-of-Country Voting project.
- Oct '03–Dec '04 **INFORMATION TECHNOLOGY OFFICER**   
Switzerland  **WORLD HEALTH ORGANIZATION**  
IT generalist and developer for the Stop TB Partnership Secretariat. Also responsible for graphic design including a successful rebranding.
- Jan '02–Dec '02 **CHIEF, DATABASE DEVELOPMENT**   
Kosovo  **ORG. FOR SECURITY & COOPERATION IN EUROPE**  
Served as the application and database development team lead for the Kosovo election support project.

## EDUCATION

### MICROSOFT CERTIFIED IT PROFESSIONAL (MCITP)

Enterprise Administrator (Windows 2008)  
Database Administrator (SQL Server 2008)

### MICROSOFT CERTIFIED TECHNOLOGY SPECIALIST (MCTS)

SQL Server 2008 Implementation & Maintenance | Windows 2008 Active Directory Configuration | Windows 2008 Network Infrastructure Configuration | Windows 2008 Applications Infrastructure, Configuration | Windows 7, Configuration

### FINANCE/MARKETING




Kelly School of Business  
Indiana University (Bloomington & Indianapolis)

|  |  |  |
|--|--|--|
|  Report & Technical Writing                     |  MySQL Development and Admin          |  Curriculum Drafting, Training, Capacity Building |
|  Process Mapping, User Requirements, & Planning |  MS SQL Server Development and Admin  |  GIS/Mapping                                      |
|  Drupal Design and Development                  |  NetBeans IDE Development             |  MS Office, Project, & Visio                      |
|  Windows Server Admin                           |  Systems Administration               |  UI/UX & Graphic Design                           |
|  Linux Server Admin                             |  Systems Security & Systems Hardening |  Hazard/Conflict Duty Station                     |



## OTHER EMPLOYMENT

- Voter Registration Workshop**  
**Panellee**   
United Nations Development Programme. Amman, Jordan. Oct 2010.
- Sustainable Web Solutions**  
**Consultant**   
International Research & Exchanges Board. Baghdad, Iraq. Nov '09–May '10.
- Voter Registration and IT**  
**Consultant**   
International Foundation for Election Systems. Baku, Azerbaijan. May 2007.
- Database Developer**   
Organization for Security & Cooperation in Europe. Pristine, Kosovo. Oct –Dec '01.
- Technology Contractor**   
Innate Creations. USA. Dec '00–Oct '03.
- Creative Director**   
CosaWeb (SRC, Inc.) USA. Apr –Oct '00.
- Technology Director**   
The Wealth Design Center. USA. Feb '99–Apr '00.
- Junior Developer**   
Brainfreeze Media. USA. Feb '96–Jan '98.

## EMPLOYMENT TYPES

-  Manager / Team Lead
-  Contractor / Consultant
-  Non-managing Team Member

## CLEARANCES

-  No Object (SF85)
-  Secret (SF86) (Inactive)

## SOCIAL

- t:** [twitter.com/livetogeek](https://twitter.com/livetogeek)
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