

# Michael Herrera

Wylie, Texas, 75098; 469-585-5199; Michael\_herrera00@yahoo.com

<https://www.linkedin.com/in/michael-herrera-7b13641a0/>

<https://michaelhco.com/>

## EDUCATION

**Richland College (2018 – 2021)**

*Computer Science, Associates*

March 2021

**GPA 3.1**

**Northwood University (2022-2025)**

*Cyber Security management, Bachelors*

December 2025

**GPA 3.31**

## PROFESSIONAL EXPERIENCE

**SMS InfoComm Corporation – Dallas, TX**

*Lead Server Technician*

February 2026 – Present

- Oversee daily team performance and ensure technicians meet productivity and quality targets.
- Prepare and deliver daily performance reports and operational updates to supervisors.
- Lead onboarding and training for new hires, providing hands-on instruction and ongoing mentorship.
- Support team members in resolving technical challenges and improving workflow efficiency.

*AI Server Technician*

October 2025 – February

- Performed diagnostics on AI and enterprise servers, identifying hardware faults using error codes, logs, and automated test tools.
- Repaired and replaced components including liquid cooling, memory, Fans, power supplies, motherboards, and storage devices.
- Conducted stress testing system and validation to ensure server stability under high-load and AI-workload conditions.
- Documented all repair activities, test results, and parts used within internal tracking systems to maintain accurate service records.
- Collaborated with motherboard repair, testing, and quality control teams to ensure efficient workflow and high repair accuracy.
- Assisted in firmware/BIOS updates and performed basic configuration for server functionality and performance.
- Stayed up to date with server architecture, GPU technologies, power/cooling requirements, and other AI-server components.

**Micro Center & Best Buy – Dallas, TX**

*Sales Associate*

October 2019 – December 2020

- Responsible for the general sales department, store displays, restocking
- Provide customer service and assist with customer needs
- Educating customers about products, up-sold products
- Maintain a clean and organized service environment
- Focused on selling protection plans

**Pro Surface Corporation – Dallas, TX**

*Administrative Assistant*

January 2019 – October 2019

- Handled office needs, filing, set up meetings and reordered supplies
- Generate reports and presentations
- Ensured all invoices were paid on a timely basis, correctly coded and documented for payment

## ORGANIZATION EXPERIENCE

**Northwood Esports Team, Northwood University, *Player/Captain***

January 2022 – October 2025

- Worked 1-on-1 with players to help them improve their skills and reach their goals.
- Acquired significant competition experience through coaching and playing.
- Learned a lot of team skills and how to manage people effectively.

- Developed leadership expertise through this experience.
- Competed in regional/state-level/international tournaments against other schools
- Maintain sportsmanship and teamwork under high pressure
- Represented the team in student leadership meetings and club events

**EXPERIENCE:**

**Google Cybersecurity** by Google on Coursera  
Focusing on CompTIA Security+ (present)

Certificate earned - June 21, 2022

**ADDITIONAL INFORMATION**

*Skills:* [Java/JavaScript, Linux command line, Computer Science, C/C++, Python, Cyber Security Fundamentals, Hardware/Software, Troubleshooting, Communication/Collaboration, Incident response, Security hardening, Security frameworks and controls, SQL, SIEM tools.

*Eligibility:* US Citizen, Eligible to work in the US for internships and full time with no restrictions