

Michael Herrera

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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

October 2025 – Present

AI Server Technician

- 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

October 2019 – December 2020

Sales Associate

- 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

January 2019 – October 2019

Administrative Assistant

- 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