Michael Herrera

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PROFESSIONAL SUMMARY

Hands-on IT Infrastructure Specialist with 3+ years of experience in high-throughput technical operations, hardware handling, and process-driven environments. Skilled in ensuring system reliability, performing equipment servicing, and optimizing workflows within high-density **AI server architectures (NVIDIA NVL-GBL 100/200/300)** for Dell. Proficient in Linux CLI diagnostics, Bash automation, and full hardware lifecycle management. Demonstrated success in Root Cause Analysis (RCA) and engineering software-based remediations that reduced hardware replacement costs by over **$15,000 per rack**.

CERTIFICATIONS AND TECHNICAL SKILLS

Certifications: Google IT Support Professional , IT Professional Cert, CompTIA A+ (In Progress)

AI & Server Infrastructure: NVIDIA NVL-GBL, HGX/NVLink, InfiniBand, PowerEdge/GB300, GPU topology, liquid cooling, rack/stack, NVMe/NIC diagnostics, iDRAC/IPMI/Redfish, firmware/BIOS flashing.

Systems Administration: Linux (RHEL/Ubuntu/CentOS), Windows Server/10/11, AD/GPO, IIS, file shares, asset tracking.

Networking: TCP/IP, VLANs, ACLs, DHCP, Cisco IOS, SSH, Wireshark, structured cabling.

Cloud & Virtualization: Azure VMs, NSGs, Azure Monitor, RDP.

Scripting & Tools: Python, Bash, PowerShell, SQL, Git, VS Code.

Ticketing & QA: ServiceMe, osTicket, Event Viewer, hardware validation, test automation, documentation.

INDUSTRY EXPERIENCE

SMS InfoComm Corporation – Dallas, TX

Lead AI Server Technician **October 2025 - Present**

- **Infrastructure Management**: Orchestrate technical validation and deployment of NVIDIA NVL-GBL AI servers; perform precision rack-and-stack, high-density cabling, and thermal/liquid cooling leak inspections.
- **Lead Management**: Track performance;help train new technicians while staying involved in technical work and troubleshooting.
- **Automation & Linux Admin:** Engineered Bash scripts to automate hardware component validation, increasing team testing throughput by 40%. Utilize Linux CLI to interpret kernel logs and debug zero-day hardware/firmware faults.
- **Strategic Cost Savings:** Conducted RCA on network failures; developed an SOP to fix software conflicts that prevented unnecessary BF3 SmartNIC replacements, saving ~$15,000 in hardware per rack.
- **Operational Leadership:** Appointed Acting Team Lead; coordinated cross-functional incident response with Dell, Wistron, and NVIDIA engineers to resolve critical zero-day integration issues.
- **Incident Response:** Manage 40+ daily technical escalations via ServiceMe; deliver data-driven diagnostic reports and pass/fail analytics to the Operations Manager to optimize fleet readiness.

EDUCATION

Northwood University | Midland, MI **December 2025**

Bachelor's of Science in Cyber Security Management

Richland College | Dallas, TX **March 2021**

Associates Degree in Computer Science