


# MICHAEL HERRERA

## CYBERSECURITY MANAGEMENT

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 (469) 585-5199

 Wylie, Texas 75098

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### SEEKING

With a combination of working in Collegiate Management and onsite post college graduation, I have gained four years of experience. I'm seeking to earn more furthering my knowledge in Cybersecurity Management. Leading teams and problem solving efficiently while still being effective is not only the standard I set for myself, but the baseline of how I know I can take on more than my current day to day.

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### EDUCATION

#### Richland College

Computer Science, Associates  
2018 - 2021

#### Northwood University

Cybersecurity Management,  
Bachelors  
2022 - 2025

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### SKILLS

- Leadership Experience
  - Problem Solving
  - Proficient Under Pressure
  - Cybersecurity Fundamentals
  - Communication/Collaboration
  - SQL
  - Security Framework
  - Incident Response
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### REFERENCES

- Tyler Cox (469) 386-6047
  - Ryan Sebek (419) 377-9466
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### PROFESSIONAL EXPERIENCE

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#### LEAD SERVER TECHNICIAN

SMS InfoComm Corporation - February 2026 to Present

Working daily overseeing a team of five to ensure top performance by reaching productivity and quality targets. Preparing and delivering performance reports and operational updates to supervisors making sure that the reports are better than the week prior. Always striving to better the environment by leading onboarding; providing hands-on instruction and open-ended mentorship. Making sure the team feels supported by resolving technical challenges and constantly improving workflow efficiency.

#### AI SERVER TECHNICIAN

SMS InfoComm Corporation - October 2025 to February 2026

Performed diagnostics on A.I. and enterprise servers, identifying hardware faults by using error codes, logs, and automated test tools. Repaired and replaced components that include: liquid cooling, memory, fans, PSU's motherboards and storage devices. Then collaborating with the teams of previous listed components to guarantee efficient workflow and high repair accuracy. Conducted multiple stress testing systems and validations to ensure server stability under heavy stress with A.I, workload conditions. Documented all repair activities, test results and parts used withing internal tracking systems to maintain accurate service records. Assisted in firmware/BIOS updates while performing basic configuration. Consistently staying up-to-date with new software and components to assure that the most effective and modern technology is being used.

#### ORGANIZATION MANAGEMENT

Northwood Esports Team - January 2022 to October 2025

Working individually with each player to help them improve their skills and reach their goals by celebrating success while also giving constructive criticism. Managing a team in a competitive field that endured a substantial amount of pressure and stress. Navigating through the stress calmly to ensure that each person felt confident to enter the next match. Representing the team through meetings, events and student leadership. Competing in regional, state and international tournaments.