

Erin Fernando

Tucson, AZ | (858) 243-6917 | fernando.erin.c@gmail.com

PROFESSIONAL SUMMARY

I've spent ten years as the IT admin for a small business — from on the rooftop running cabling to in my pajamas running diagnostics over the phone. I built the network, literally and topology. I picked the parts, I ran the cables, and I brought it up to PCI compliance. In an effort to rejoin the workforce and pivot into a long-term career, I recently got my CompTIA Security+ cert. I've been building computers and tinkering with technology as a hobby for over 20 years. Looking for a full-time IT role where I can put all of that to use on a team. Ten years of owning every problem end-to-end means I show up ready to hit the ground running.

CERTIFICATIONS

CompTIA Security+ — May 2026

TECHNICAL SKILLS

Operating Systems: Windows 10, Windows 11, Windows Server 2022

Networking: TCP/IP, DNS, DHCP, VPN (NordLayer), firewall configuration, network segmentation, VLANs, Wi-Fi site surveys, wireless bridging (Ubiquiti airMAX), cable management

Security: CompTIA Security+, PCI compliance, endpoint protection (Avast Small Office), endpoint management, antivirus management, access control, password policies, phishing awareness training, backup and disaster recovery, incident response

Systems & Cloud: Microsoft 365 administration, OneDrive, Active Directory (AD), Group Policy (GPO), Hyper-V, domain and tenant migrations, remote desktop support

Hardware: 20+ years building PCs — component selection, diagnostics, hardware-level troubleshooting, hardware configuration

Support: Technical support, help desk, remote support, end-user training, documentation, error reporting, vendor management, IT asset management, asset lifecycle management, subscription and license auditing, root cause analysis

Web: HTML, CSS, small business website design

EXPERIENCE

IT Administrator

2016 – Present

Oasis at Wild Horse Ranch | Contract: Project-based + On-Call | Tucson, AZ

Meeting the various needs of an indoor/outdoor wedding space was often difficult. They needed nighttime maintenance, remote work, in-office installations, extensive Wi-Fi coverage.

- There was no security when I started — known compromised passwords had to be rotated, they used the same ones for everything. The POS hardware was left unattended within reach for most parts of the day, employees didn't know how to spot phishing emails. Day One was chaos.
- I picked out and set up a Cisco Meraki Go firewall, got NordLayer running for VPN, and put Avast Small Office on all the machines for antivirus. As a merchant, we handled card transactions regularly, so ensuring the network was properly segmented was key.
- Used an app to detect the range of the router and any frequency conflicts, then upgraded to a higher output model for handheld payment processing during events.
- I've personally migrated over the Microsoft 365 licenses, OneDrive license and contents, Outlook contents, website files, email services, and domain services. Three times, overnight. Swapping between service providers every three

years netted us \$1,000/year in savings.

- Implemented OneDrive for regular operational backups, and an airgapped encrypted drive for ransomware protection.
- I also did the budgeting for technology, which put me in the perfect position to go over the inventory and get rid of any dead weight, like old, unused Microsoft 365 accounts, OneDrive accounts, old antivirus licenses, old email accounts. At this time I also moved the venue away from paying for cable boxes and went with Amazon Fire TV Sticks and a YouTube TV subscription.
- Updated their old website and established web analytics for SEO purposes.
- Frankensteined two computers together by harvesting the parts from a dead PC and a slow PC to create a new tower that lasted 10 more years.

PROJECTS

Windows Server and Active Directory (AD) Lab

- I was concerned about my lack of training on common tools used by larger firms, so I used AI to generate structured lab exercises, tailored to my Security+ coursework and experience level, for learning Active Directory. I spun up a Windows Server 2022 as the domain controller, and joined three other Windows 11 VMs. From there I established a few GPOs, like standardized desktop backgrounds and password hardening measures, mapped a network drive and shared it with role-based access control (RBAC), to learn the workings of Active Directory better.

AI-Driven Business Operations

- Designed a workflow using specialized AI agents as force multipliers for marketing analytics, drafting complex documents, security auditing, and streamlining vendor communication. Creating an automated workflow for baseline productivity tasks.

ADDITIONAL EXPERIENCE

Married to an active-duty Navy servicemember during this period — short tenures reflect military relocations.

Library Page

July 2012 – October 2014

Geasa-Marana Public Library

Troubleshoot public computers and printers, taught one-on-one computer classes to patrons, and handled front-desk customer service. First role where I explained technical concepts to non-technical users on a daily basis.

Sales Associate (Seasonal)

October 2014 – January 2015

Best Buy

Sold consumer tech during the holiday season. Leaned on years of PC-building knowledge to help customers pick the right hardware.

Crew Member

January 2016 – October 2016

Dunkin' Donuts

Fast-paced customer service — point-of-sale (POS) operations, cash handling, sales floor. Transitioned to the IT admin contract at Wild Horse Ranch after this role.

EDUCATION

Marana High School

Diploma, May 2012

Honor Roll. Coursework in Computer Programming.