



# JULIAN FERNANDEZ

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## Summary

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Experienced IT Professional Manager with 5 years of expertise in SDLC, Scrum Agile methodology, and cross-functional team leadership. Proficient in Asana, Tableau, and advanced Excel, with a proven track record of delivering projects on time and driving data-driven decision-making. Skilled in stakeholder communication, time management, and optimizing workflows to achieve measurable organizational success.

## Skills

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- Asana
- Advanced Microsoft Excel
- Tableau
- Software Development Lifecycles (SDLC)
- Scrum agile methodology
- Stakeholder management
- Time management
- Cross-functional team leadership
- Data-driven decision making
- Communication

## Experience

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Dega Systems LLC | New York, USA

### Technology Alignment Manager

06/2022 - Current

- Developed and implemented technical alignment standards, improving system compliance by 20% across 15+ client organizations
- Collaborated with CIO to provide strategic technical recommendations, contributing to a 15% increase in client retention and 20% growth in non-recurring revenue
- Conducted system audits and assessments, identifying vulnerabilities and optimizing system performance for 30+ enterprise clients
- Directed cross-functional teams to resolve alignment gaps, reducing support ticket volume by 10% through process optimization and proactive solutions
- Led and collaborated on internal and external projects to enhance and secure the organization's operational environment

Dega Systems LLC | New York, USA

### L2 Technical Support Engineer

09/2020 - 06/2022

- Resolved 20+ daily tickets for 30+ organizations, achieving a 95% satisfaction rate across phone, email, and ticketing systems
- Documented optimized solutions and comprehensive notes, reducing average ticket resolution time by up to 30 minutes and enhancing team efficiency
- Streamlined customer support by assessing and escalating complex issues promptly, reducing escalation times by 20% and improving response efficiency

## Education

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Quinnipiac University | Hamden, CT

### Bachelor of Science in Computer Information Systems & Business Analytics

05/2020

- Spring, 2019; Spring, 2020 - Dean's List
- Academic Scholarship Recipient
- Member of Zeta Beta Tau Fraternity, 2017

## Certifications

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- Professional Certificate in Machine Learning
- Mendix Rapid Developer