

A multi-faceted, efficient, and reliable administrative professional with 8 years of experience; with diversified skill set such as: management, client relations, technology infrastructure, account management, design and education. Excellent interpersonal skills and a high-level attention to detail.

### Skills:

- Capable of gathering information and turning it into useful knowledge.
- With ability to quickly compartmentalize.
- Can effectively manage time allocation and workload.
- Capable of planning activities and carrying them out effectively.
- Able to express ideas and concepts clearly.

### Employment History:

#### Field Support Specialist

Snap-On Tools, Cataño, PR  
2016 - Present

- Have to develop sales routes and support documentation such as surveys, route maps and client call list.
- Provide help to count and supervise individual franchise and corporate inventories.
- In charge of collecting payments and maintaining less than 30% delinquency in up to seven open routes simultaneously.
- Provide field support to franchise and open route customers.
- Able to track and mediate with missing or delinquent customers in person, maintaining a high rate of customer satisfaction.

#### Educator

Global Educational Exchange Opportunity, Manatí, PR  
2014 -2015

- Taught supplementary classes of 18 – 25 9th to 11th grade students.
- Developed and scheduled class activities and projects.
- Produced materials and programs for teaching curriculum, tailored to the class' needs.

#### Independent Contractor

Network Connectivity Solution Inc., Cataño, PR  
2012 -2013

- Provided technical computer network support to chemical plants, correctional facilities, pharmaceutical companies and government buildings.
- Followed all they company's field procedures and protocols due to the delicate content inside most of the facilities.
- Managed on site installation, testing, maintenance and repair.

#### Assistant Supervisor

U.S. Census Bureau, Bayamon, PR  
2010

- Was responsible for all the field operations in my sector.
- Organized my division so that field technicians knew exactly what role each one of them had to play.
- Provided motivation and aid on the field for the personnel.

**HECTOR M.  
HERNANDEZ**  
**787.645.3251**  
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### Education:

Atlantic University College, Guaynabo, PR  
Masters in Visual Communication in Progress  
Awards and Honors: Project chosen to be exposed, Packing Design Expo, AUC 2015

Atlantic University College, Guaynabo, PR  
BA, Visual Communication  
Graduated in 2014

Universidad del Sagrado Corazón, San Juan, PR  
2007 - 2012 Completed 90 credits toward BA in Entrepreneurship with a Minor in Psychology  
Affiliations: Cámara de Comercio PR USC Chapter

### Additional Skills:

- Languages: Spanish (Native), English (Fluent)
- Microsoft and Apple office suits (Advance)
- Illustrator, InDesign & Photoshop. (Highly competent)
- Able to recognize & respect different perspectives; Open to others' views and ideas.
- Will evaluate options based on logic and fact, and then present solutions.
- Full of optimism and a desire to get things done quickly and effectively; constantly looking for better ways of doing tasks
- Have the ability to work confidently in a group and interact well with other people.

### Interest:

- Philosophy
- Technology and Innovation
- Avid Reader
- Combat Sports
- Community Empowerment
- Physical & Mental Health Research
- Space Exploration
- History
- Enchantment of the Human Experience

