

CYNTHIA HERNANDEZ-LOPEZ

SYSTEMS ADMINISTRATOR

CONTACT

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EDUCATION

UNIVERSITY OF PHOENIX •
DECEMBER 2025 – MASTER OF
SCIENCE - INFORMATION SYSTEMS

**POINT LOMA NAZARENE
UNIVERSITY •** DECEMBER 2024 –
BACHELOR OF ART-
CYBERSECURITY

MT SAN JACINTO COLLEGE • MAY
2023 – AA IN MATH & SCIENCE, AS
IN COMPUTER INFORMATION
SYSTEMS, CERTIFICATE IN
NETWORKING CCNA

KEY SKILLS

Organized
Problem Solver
Multi-Task
Excellent communication
Goal Oriented
Customer Service

LANGUAGES

English
Spanish
American Sign Language

AWARDS

- CompTIA A+
- CompTIA Sec+
- ISC2 Certified Cybersecurity
- AWS Certified Cloud Practitioner

EXPERIENCE

ADJUNCT FACULTY • AUGUST 2026-PRESENT

Point Loma Nazarene University | Point Loma, CA

Networking | Net+ | OSI Model | Wireless | Leadership
Teaching | Canvas

- Teaching students topics on networking to prepare for the CompTIA Net+ exam
- Hands on labs and hybrid environment
- Utilizing Ucertify to prepare students for real words scenarios
- Covering topics from the OSI layer, wired/wireless networks, security protocols, backup & restoration, building a network, switch configuration, and routing

SYSTEMS ADMINISTRATOR • FEBRUARY 2024-PRESENT

Mt. San Jacinto College | Temecula, CA

AWS | Azure | Microsoft 365 | Active Directory | Group Policy
Microsoft Defender | Exchange | SharePoint | Entra | VMware |
Veeam | Patch Management | Backup & Recovery | Security
Monitoring | Documentation | IT Operations | Disaster Recovery

- Administer and maintain Active Directory and Microsoft 365 Admin Center environments
- Monitor email security, investigate phishing attempts, and remediate compromised credentials
- Provision and manage AWS and VMware servers
- Monitor backups and ensure data integrity using Veeam
- Execute server patching and routine system maintenance
- Create and manage Group Policies to enforce organizational standards

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- Decommission hardware, including secure degaussing of hard drives
 - Create and troubleshoot shared mailboxes in Exchange
 - Manage OneDrive permissions and user access
 - Provision and manage user accounts across enterprise systems

NETWORK TECHNICIAN • OCTOBER 2022-FEBRUARY 2024

Mt. San Jacinto College | Temecula, CA

Aerohive Wireless | WAN | LAN | CLI | Cisco Switches & Routers
| OSI Model | DHCP | DNS | OSI Layers 1-3 | Network
Troubleshooting

- Maintained network infrastructure across four campuses
- Performed OSI Layers 1–3 troubleshooting for wired and wireless environments
- Installed, terminated, and tested RJ45 cabling and network drops to ensure reliable LAN connectivity
- Deployed, configured, and troubleshooted Aerohive wireless access points to maintain campus-wide wireless coverage
- Implemented and managed DHCP scopes and reservations to support endpoint connectivity and network organization
- Configured, upgraded, and maintained Cisco switches using CLI, including VLANs, trunking, and port configurations.
- Monitored WAN/LAN performance and resolved connectivity issues to minimize downtime
- Assisted with network hardware refreshes, switch replacements, and firmware upgrades
- Documented network configurations, layouts, and troubleshooting procedures to support operational continuity
- Collaborated with IT teams and campus stakeholders to troubleshoot outages and implement network improvement
- Followed change management and best practices to ensure stable and secure network operations.