**Michael Lucas, Jr.**

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**objective**

Information Systems major graudated from Elizabethtown College, with 4+ years of work experience. Looking to use my proven knowledge of computer security, operating systems, network administration, and database development skills to successfully fill a full-time IT role. Also interested in assisting requirements gathering, data mapping, and software quality assurance testing to create real-time dashboards and compliance reports that help achieve operational goals.

**EDUCATION**

Elizabethtown College, Elizabethtown, PA

***B.S. Computer Information Systems*** *(Graduated May 2020)*

Relevant Courses:Software Engineering, Database Systems, Operating Systems, and Computer Networking

**technical Experience**

***Department of Treasury***

CREATIVE SYSTEMS AND CONSULTING, MCLEAN, VA

***Business Analyst*** *April 2020 – December 2020*

* Used Salesforce to make configuration changes for an application.
* Presented a demo application to a client and made the requested changes.
* Gathered requirements from a client to get a better understanding for the development team.
* assigned to the project.
* Configured applications in Salesforce using page layouts and template applications.
* Gained knowledge on how to solve certain spot tickets.
* Created test scripts and ran them to ensure project completion.
* Created and distributed release notes, meeting minutes, and user stories.
* Assist with the implementation and integration of system solutions including methods, techniques, and tools.
* Designing solutions to improve a client’s strategies and operations.
* Plan and monitor projects and ensure that it meets the client standards.

JOINT BASE ANDREWS, MD

***Student Trainee (Office Automation)****, June 2019 – August 2019*

* Prepares a wide variety of recurring and nonrecurring correspondence, reports, and others.
* Establishes, updates, and maintains office records of various types.
* Use functions of multiple office automation software to produce a wide range of documents.
* Delivering base-level IT support to conference rooms and any room with difficulties.
* Receives telephone calls and greets visitors while helping them find what they need.
* Configure networks to have them all centralized and be controlled by one computer.
* Conduct weekly training sessions for people who don’t know how to work the equipment in the lab (virtual reality, touch tables, smart boards, 3D printing and design)

Development office, ELizabethtown, pa

## Student Assistant, August 2019 – March 2020

* Review databases for redundancy and make them more efficient.
* Keep track of records for donors to the college.
* Analyzed social media research to help improve interactive customer experiences.
* Researched, compiled and submitted sales reports.
* Used interpersonal and collaboration skills to support personnel who faced technological issues.

STAPLES, HERSHEY, PA

## EasyTech Associate, Oct 2018 - Apr 2019

* Answered questions and address issues in person and via telephone.
* Provided customer training sessions, including Windows 10 and Microsoft Office.
* Performed desktop and laptop diagnostics, troubleshooting, repairs and setup.
* Resolved consumer concerns using strong verbal negotiation skills.
* Provided tier 1/2 IT support to company personnel.
* Performed routine software pushes for security and system stability on customer PC’s.

**Certifications and licenses**

* Amazon Web Services Certified Cloud Practitioner (AWS CCP) | 2019
* Real Estate Salesperson License (MD) | 2018
* Certified Scrum Product Owner | 2020
* Project Management – Six Sigma White Belt

**Additional technIcal Skills**

* Issue Resolution
* Microsoft Office
* Windows/MacOS/Linux

**Skillsets**

* Programming
  + MySQL
  + Java/Javascript
  + HTML/CSS
  + Experience with multiple operating systems
  + Python