Lucas Jensen

Santa Clara, UT 84765
20jenselucjj@gmail.com
+1 435 632 1335

Self-motivated and dedicated worker looking for experience to build up in the company. Eager to offer superb skills to help the company grow its client base. In previous roles recognized for top quality satisfaction. Skills include detail-oriented, analytical thinking, and creative problem-solving.

Authorized to work in the US for any employer

Work Experience

Technology Help Desk Representative
City of St. George - Saint George, UT
August 2022 to Present

• Provides technical assistance, support, and advice as needed to users when resolving computer related incidents through phone, e-mail, web, and in- person requests.
• Answers, evaluates, and prioritizes incoming telephone, voice mail, e-mail, and in-person requests for assistance from users experiencing problems with hardware, software, networking, or other related technologies.
• Independently identifies, troubleshoots, documents, and resolves user incidents.
• Tracks resolution through problem-solving cycle.
• Assists with the installation of new hardware and software systems.
• Assists with the upgrade of existing mobile devices, hardware, operating system, and software.
• Evaluates and recommends changes and proposals for upgrades to existing hardware and software systems.
• Escalates problems to vendors, administrators, and engineering staff and remain engaged through resolution.
• Assists with troubleshooting and setting up mobile devices, such as tablets and cell phones.

Technology Help Desk Intern
City of St. George - Saint George, UT
May 2022 to August 2022

IT Service Desk Support Technician
Utah Tech University - Saint George, UT
August 2020 to May 2022

o   Canvas – Answer all student inquires and help troubleshoot problems from the use of a tool to adding needed computer driver.

o   Mail – Account access and creation problems
o   Campus Wireless Access – Assist in connecting various mobile devices to the Red Storm wireless network.
o   Laptop Assistance – Help in installing programs, removing viruses and general troubleshooting.

o   Lease Laptop Repair – Repair and checkout Dell Leases Laptops to those students participating in the Lease program.
o   Online Course Support – Troubleshoot computer problems associated with the online course tools (ie.. Wimba, Safe Assn, Media site).
o   Add Prints – Take Print Money and Add Prints

Education

Associate in Science (AS) in Information Technology
Utah Tech University - Saint George, UT
August 2019 to December 2022

High School Diploma
Snow Canyon High School - Santa Clara, UT
August 2016 to May 2020

Skills

- Python (2 years)
- Mobile devices (3 years)
- Open source & Commercial OS (4 years)
- Email Systems (3 years)
- Database management - MySQL & Oracle (2 years)
- Customer Service/Tech Support (5 years)
- Cloud Computing - SysAid (1 year)
- Software & Hardware Troubleshooting (3 years)
- Active Directory (2 years)

Languages

- Spanish - Intermediate

Certifications and Licenses

AWS Cloud Practitioner
September 2022 to September 2025

• Technical professional who is well-versed with cloud computing and has foundational knowledge of AWS to support cloud operations across various verticals and industries.

AWS Certified Solutions Architect - Associate
December 2022 to December 2025

• Knowledge and skills in AWS technology, across a wide range of AWS services. The focus of this certification is on the design of cost and performance optimized solutions, demonstrating a strong understanding of the AWS Well-Architected Framework.

CompTIA Security+
December 2022 to December 2025

Establishes the core knowledge required of any cybersecurity role and provides a springboard to intermediate-level cybersecurity jobs. Successful candidates will have the following skills:
• Detect various types of compromise and understand penetration testing and vulnerability scanning concepts
• Install, configure, and deploy network components while assessing and troubleshooting issues to support organizational security
• Implement secure network architecture concepts and systems design
• Install and configure identity and access services, as well as management controls
• Implement and summarize risk management best practices and the business impact
• Install and configure wireless security settings and implement public key infrastructure

Additional Information

Hobby/Business:

Facebook Marketplace - Computer Technician & IT Help

June 2019 to March 2022

• Checked in computers and performed diagnostics for repair.
• Educated customers on software use and at-home maintenance.
• Updated or installed software for customers to ensure computer efficiency.