

# Lucas Jensen

## Technology Help Desk

Santa Clara, UT 84765

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Dedicated IT worker with 3 years of job experience in a fast-paced technical support job with additional education in Information Technology and Software Development. Eager to offer superb computer skills and development to help the company grow its client base. In previous roles recognized for top quality satisfaction. Skills include computer networking, analytical thinking, and creative problem-solving.

Authorized to work in the US for any employer

## Work Experience

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### 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.
- Makes installation of new hardware and software systems.
- Upgrades/Troubleshoots 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.

Project THOR:

THOR is a comprehensive initiative to replace and recycle the old systems in the city.

Project EMCO:

EMCO is software that was implemented for the sole purpose of software deployment and patch management.

### Technology Help Desk Intern

City of St. George - Saint George, UT

May 2022 to August 2022

- Provides technical assistance, support, and advice as needed to users when resolving computer related incidents through phone, e-mail, web, and in- person requests.

Device Renaming Project:

The Device Renaming Project was an independent project given to me that aimed at changing the device names of all laptops, computers, and tablets in your organization. The project was focused on ensuring that each device had a specific department and asset code as part of the name, making it easier to track and manage the devices.

## **IT Service Desk Support Technician**

Utah Tech University - Saint George, UT

August 2020 to May 2022

- Canvas – Answer all student/teacher inquiries and help troubleshoot problems from the use of a tool to adding needed computer drivers.
- Outlook – Helping with account access to recovering deleted items.
- Campus Wireless Access – Assist in connecting various mobile devices to the Red Storm wireless network.
- Laptop Assistance – Help in installing programs, removing viruses and general troubleshooting.
- Lease Laptop Repair – Repair and checkout Dell Leases Laptops to those students participating in the Lease program.
- Online Course Support – Troubleshoot computer problems associated with the online course tools (ie.. Wimba, Safe Assn, Media site).
- Printer Support - Install printer drivers and troubleshooting.

## **Education**

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### **Bachelor's degree in Information and Computer Technology**

Utah State University

April 2023 to Present

### **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**

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- Python, HTML, & CSS (1 year)
- Mobile devices (3 years)
- Windows, Linux & Mac OS (4 years)
- Database management - T-SQL & MYSQL (1 year)
- Customer Service (5 years)
- Cloud Computing - AWS (1 year)
- Active Directory (2 years)
- Technical support (3 years)
- Microsoft 365 (3 years)

- Ticketing Systems (2 years)

## Links

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<https://20jenselucjj.github.io/>

<https://www.linkedin.com/in/lucasjjensen/>

## Certifications and Licenses

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### **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.

[https://www.credly.com/badges/e35ebd2c-ab47-4a1a-b479-c4a1948dc38f/linked\\_in\\_profile](https://www.credly.com/badges/e35ebd2c-ab47-4a1a-b479-c4a1948dc38f/linked_in_profile)

### **IBM Technical Support Professional**

January 2023

- Completed 7 courses developed by IBM that include hands-on, practice-based assessments. Learners have a strong foundation in IT, setup and configuration of hardware and software, programming basics, database fundamentals, cloud computing concepts, networking and cybersecurity essentials. They can also apply these skills for supporting customers to troubleshoot and resolve their technology related issues.

[https://www.credly.com/badges/5572efcf-999a-4cca-a3aa-6ada0727941c/linked\\_in\\_profile](https://www.credly.com/badges/5572efcf-999a-4cca-a3aa-6ada0727941c/linked_in_profile)

## Additional Information

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Hobby/Business:

Facebook Marketplace - Computer Technician & IT Help

June 2019 to February 2023

- Computer diagnostics and repairs
- Virus and malware removal
- Data backup and recovery
- Software installation and updates
- Network setup and maintenance
- Printer and peripheral device installation and troubleshooting