

Bryce Lucas

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Education

Oakland University — B.S. in Information Technology

GPA: 3.21 | Graduation: December 2025



Experience

Information Technology Intern | Oakland University, Auburn Hills, MI (Aug. 2023 – Dec. 2025)

- Triage service desk tickets and provided Tier 1–2 support for faculty, staff, and students.
- Imaged, deployed, and inventoried 1000+ systems using UEFI and NAS infrastructure.
- Administered Active Directory, Deep Freeze, and Office 365; provided RDP, printer support, and general endpoint maintenance.

Information Technology Intern | Plastic Omnium, Troy, MI (Sept. 2021 – May 2023)

- Resolved 1300+ tickets supporting 400+ users across multiple North American sites.
- Deployed and managed 350+ mobile devices via Verizon Business portal, administered Verizon accounts.
- Managed SCCM print servers, software license servers, and led a multi-ton e-waste initiative.
- Enforced cyber security best practices and took part in phishing initiatives.
- Imaged 1200+ machines through proprietary boot media.
- Administered Active Directory and Microsoft Intune for 400+ users within a proprietary enterprise environment.

Projects

- DeepScan (Senior Capstone): Led development of an AI-powered resume builder using Node.js and Express, implementing file uploads, PDF/DOCX parsing, logging, and deployment stabilization. Managed group members and their task effectively while making sure all members were involved.
- EventHub: Lead programmer on an event discovery platform integrating live event data, weather services, and AI-driven recommendations across multiple development phases.

Technical Skills

Programming & Scripting:

C++, Ruby, Java, HTML, CSS, TypeScript, SQL, PowerShell, Windows Command Line

Systems & Infrastructure:

Windows & Linux, Active Directory, Group Policy, Azure AD, SCCM, Intune, UEFI/NAS Imaging, VPN, RDP, Networking Fundamentals

Cloud, Security & Administration:

Office 365 Administration, Endpoint Security, Phishing Prevention, Data Handling, SFTP Administration (350+ accounts)

Hardware & Support:

Desktop & Laptop Repair (Screens, RAM, CPU, Storage, Peripherals, etc.), Device Lifecycle Management, Custom PC Builds

Documentation & Operations:

Technical Documentation, Process Improvement, Training & Onboarding, Github (version control)

Awards and Accomplishments

Consistently recognized for strong communication skills, with positive feedback from supervisors, faculty, and peers for clearly translating technical concepts to both technical and non-technical audiences.

Demonstrated leadership across multiple college projects, frequently serving in lead development roles responsible for task delegation, technical direction, and coordination to meet project milestones and deadlines.