Bryce Lucas

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Education

Oakland University – B.S. in Information Technology (December '25)

Technical Skills

- Computer imaging & deployment (Windows/Linux, UEFI/NAS).
- Active Directory & Azure AD administration.
- VPNs, RDP, SCCM for remote support.
- Office 365 administration & troubleshooting.
- Security & data management best practices.
- Deep Freeze console administration.
- SFTP server management (300+ accounts).
- Hardware repairs (laptops, desktops, peripherals).
- Device/account management including cell providers.
- Group policy configuration & command line updates.
- Training, Mentorship, & Onboarding new employees.
- Technical Documentation & Process Management.
- Custom PC building & home mesh networks.
- CAD coursework and applied design experience.

Experience

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

- Triage Service Desk tickets using Footprints.
- Imaged/reimaged hundreds of desktops, laptops, and all-in-ones.
- Deployed and inventoried devices using UEFI and NAS servers.
- Provided help desk support for Office 365 and internal school services.
- Administered Active Directory (add/delete/edit machines).
- Managed Deep Freeze for public/domain systems.
- Performed RDP support and printer troubleshooting.

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

- Completed 1300+ tickets supporting 400+ users across North America.
- Deployed/managed 350+ phones using Azure & Intune; administered Verizon accounts.
- Configured user permissions and AD access.
- Managed SCCM print server and all new and current employee software deployments.
- Performed laptop repairs/upgrades (screens, keyboards, RAM, trackpads, etc.).
- Coordinated HP onsite repairs and supported remote teams.
- Supported remote and onsite teams at multiple sites with imaging and technical assistance.
- Led e-waste project disposing 2+ tons of equipment.
- Enforced strict cybersecurity practices (phishing prevention, data handling).