# Steve Luke

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**CAREER OBJECTIVE:** To obtain a job as Graphic Designer/Motion graphics designer.

**SKILLS SUMMARY**

\* Adobe Creative Suite

\* Customer Service

\* Computer Networking

\* Microsoft Word/Excel/PowerPoint

**EDUCATION**

**School of the Art Institute of Chicago (SAIC)**

Graduated**:** December 2019

Courses completed: Introduction to Graphic Design, Photoshop, Typography, Illustrator, Color Theory, Digital Drawing: Objects and Space, Motion Graphics: Type and Image

Programs Learned: Photoshop, InDesign, Illustrator, AutoCAD, SketchUp, After Effects, Premier

Certificate in Graphic Design.

Links to Portfolio

Youtube: <https://www.youtube.com/channel/UC0_WRWZ6K_Z5dWvxFVAyByQ>

Behance: <https://www.behance.net/steveluke>

**Computer Systems Institute, Skokie, Illinois**

Graduated: 2009

Major: Hardware, Networking

**Xavier University, Cincinnati, Ohio**

Major: Communications and advertising

**Loyola Academy High School**

Diploma, 2002

**PROFESSIONAL WORK EXPERIENCE**

**Digital Support Tech July 2020-March 2021**

AllSource PPS

Remote Work Las Vegas, Nevada

Assignment: McGraw Hill Education

Fulfilled internal request for sales representatives such as code requests and digital cartridges. Provided support for McGraw Hill’s premier learning platform, Connect. Used salesforce to document issues from instructors. Escalated and assisted product team with content issues using Jira. Worked with instructors to come up with solutions to their issues.

**Safety and Security Officer July 2018-December 2019**

Chicago Cubs

1060 W Addison St,

Chicago, IL 60613

Verified and screened all Chicago Cubs employees and visitors. Coordinated with Cubs front office to verify and credential all members of the media. Documenting and recording incidents via ISS 24/7 ticketing system. Patrol both interior and exterior areas of Wrigley Field. Assisting police, fire department and other first responders during gamedays, concerts and special events. Documented and screened all deliveries made to Wrigley Field. Escorted Cubs staff, players and VIPS around the premises. Respond to patrons during emergencies. Enforced Chicago Cubs Stand Operating Procedures (SOPs). Coordinated and monitored events at the Joint Operations Command (JOC). Monitored Wrigley Field and surrounding areas through the Genetec Security Surveillance system.

**Building Security August 2017-November 2018**

United Center

1901 W Madison St,

Chicago, IL 60612

Coordinated with Chicago Bulls, Blackhawks and United Center staff during event operations. Screened all employees and patrons during event and non-event days. Logged all vendors making deliveries. Monitored the arena and surrounding areas using the Genetec Security Surveillance system. Patrolled both interior, exterior and parking lots. Trained though American Red Cross in CPR and first aid.

**Helpdesk Support Specialist November 2013-Febrary 2014**

Konami Games, Inc

585 Konami Circle

Las Vegas, Nevada 89119

Responsible for day-to-day IT support. Managed, maintained and troubleshooted all hardware on site. Provided basic support for all hardware, peripherals, copiers and network access needed for office productivity. Provided technical support to both end-users on and off site. Contacted venders and managed various issues related to hardware issues. Implemented and managed SharePoint database.

**Networking Specialist**

Telus **February 2013-August** **2013**

2251 S Decatur Blvd,

Las Vegas, NV 89102

Managed and implemented company’s first helpdesk ticketing system. Managed and maintained the office network. Managed and organized all technical inventory.

**Help Desk Technician December 2010-January 2013**

McGraw-Hill Education

Burr Ridge, Illinois, 60527

Managed and oversaw help desk support issues for an educational products company to assist students and teachers with online products. Primary responsibilities include answer phones and respond to customer issues related to software applications. Respond to trouble tickets via telephone and through email. Troubleshoot computer problems. Provide customers with product and service information. Transfer customer calls to appropriate staff when necessary. Identify, research, and resolve customer issues using the computer system. Follow-up on customer inquires not immediately resolved. Complete call logs and reports. Documented resolutions for future reference. Recognize, document and alert the supervisor of trends in customer calls. Recommend process improvements.

**Network Support Specialist February 2010-June 2010**

Partnerdata

2121 Dewey St.

Evanston, Illinois, 60201

Managed and oversaw help desk support issues for a broad range of computer hardware and software issues. Answered complaints received by telephone and email. Troubleshoot issues and monitored connectivity. Help transitioned the company from Microsoft Windows XP to Microsoft Windows 7 through new software installation, seminars, and onsite assistance. Performed and maintained IT help desk services and support for employees working from home.

**Internship-Media Team January 2008-May 2008**

America Online

3200 Victory Parkway

Cincinnati, Ohio 45212

Researched specific media to effectively reach target audience, 18-24 ages.

Utilized interactive advertising media such as college newspapers, magazines and online commercials

Conducted and produced student interviews for data gathering process.

**Contract Work**

**Graphic designer December 2017 – August 2018**

I5 Technologies LLC

39500 Orchard Hill Place, Suite 130

Novi, Michigan 48375

Design graphics for marketing manager. Create business cards and flyers using quark expressPut together Logo work using Illustrator and Photoshop. Assist marketing manager with media and other promotions. Design marketing and communication materials such as brochures and e-communications.

**VOLUNTEER EXPERIENCE**

Catchafire **January 2018-June 2018**

31 East 32nd street

New York, NY 10016

Produced logos and infographics for nonprofit organizations

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**LANGUAGE SKILLS**

Malayalam, Reading (basic), Writing (basic), Speaking (Fluent)

**REFERENCES**

**Available upon request**