**Luke Johnston**

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**EXPERIENCE**

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| **TIER 2 TECHNICAL SUPPORT TECHNICIAN** | **January 2020-Present** | |
| *Hostwinds* | | *Tukwila, WA* |

* Promptly learn procedures and skills necessary to assist customers in escalated environments
* Manage tier 1 technical support through reviews and in-person mentorship
* Record solutions to complex problems to guide peers for future scenarios
* Successfully managed multiple live chats simultaneously, averaging approximately 60 chats per shift resulting in a 94% customer satisfaction rating

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| **TIER 1 TECHNICAL SUPPORT TECHNICIAN** | **April 2019-January 2020** | |
| *Hostwinds* | | *Tukwila, WA* |

* Diagnosed, troubleshot, and resolved customer service, technical support, and account management issues for current and prospective clients via verbal correspondence and ticketing systems
* Demonstrated technical competence of Hostwinds products and ability to communicate product services to clients
* Collaborated with team members to answer challenging customer inquires

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| **INFORMATION MANAGEMENT SYSTEMS INTERN** | **Summer 2017** | |
| *Dedham Public Schools* | | *Dedham, MA* |

* Supported the administrative database specialist in various data input and analysis functions
* Utilized advanced spreadsheet functions to create efficient reports
* Led transition to new website including successfully training of webmasters
* Worked efficiently with minimal required supervision

**EDUCATION**

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| **Gonzaga University: Bachelor of Arts in Business Administration** | **June 2018** |

*Concentrations*: Management Information Systems and Marketing

*Special Projects:*

* Developed a Gonzaga Athletic Department SQL database to store, organize, and analyze academic information for student athletes
* Created and presented to Spokane Eye Clinic executive leadership an integrated marketing communications plan to increase exposure, target key demographics, and revitalize marketing tactics

*Additional Projects*: Website Design with PHP⏐Mod Pizza Business Model Plan⏐Oakland Athletics Budget Projection

**SKILLS**

Proficient in: Microsoft Excel, SQL, Microsoft Office, cPanel/WHM, Ticketing

Have working knowledge of: PHP, Java, Html, Tableau, R-Studio, Web Hosting Servers