

LUKE ALEXANDER

IT SPECIALIST III 📍 5501 OLD MONTGOMERY HWY, TUSCALOOSA, 35405, UNITED STATES 📞 352-213-7166

◦ DETAILS ◦

luke.alexander352@gmail.com

◦ LINKS ◦

[LinkedIn](#)

◦ SKILLS ◦

Effective Time
Management

Communication

Customer Service

Computer Networking

Computer
Troubleshooting

PowerShell

Python

SQL

SCCM

VMWare

◦ HOBBIES ◦

I love to code! I have built several websites and have a strong understanding of JavaScript, HTML and CSS

👤 PROFILE

Driven Technician bringing forth a motivated attitude and the ability to establish strong and productive relationships, whilst producing results efficiently.

📁 EMPLOYMENT HISTORY

IT Specialist III at The University of Alabama, Tuscaloosa, AL

June 2022 — Present

- Led the iPad / Mac deployment initiatives at the largest college within the University of Alabama.
- Responsible for the packaging, management, deployment and maintenance of enterprise software to over 10,000 machines via specialized software such as Microsoft SCCM, JAMF, Microsoft Intune, PDQ Deploy, VMWare, PDQ Inventory, Composer, etc.
- Face to face customer service experience with high priority tenured faculty, many of whom continue to ask for my assistance by name.
- Learned exceptional management skills whilst leading bi-weekly logistics meetings and delegating and assigning weekly tasks via Asana / Jira to 6+ student workers at any given time.

Priority Specimen Courier at University of Florida, Gainesville, FL

March 2021 — June 2022

- Provided punctual courier services for one of the highest volume pathology laboratories within the UF Health ecosystem.
- Tasked with the safekeeping of high-profile specimens such as brains and tumors.

Delivery Expert at Domino's Inc, Gainesville, FL

June 2019 — February 2021

- Exercised excellent time management and organizational skills to deliver products with little to no overhead -- as well as assisting in managerial tasks that were essential for a location with over \$20,000 in daily sales to operate smoothly and efficiently

🎓 EDUCATION

A+ Certification, COMPTIA, Pearson VUE

- A+ Certified via CompTIA thru 2025

Cloud Architect, AWS, Whizlabs

- Expected completion date: December 2022

Computer Science, Santa Fe College, Gainesville

August 2016 — December 2018

- Python, C++, JavaScript, SQL, Bash, Powershell