

LUKE GAIN

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EDUCATION AND CERTIFICATIONS

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| AWS , Certified Cloud Practitioner | April 2023 |
| Coursera , Google Data Analytics Professional Certification | March 2022 |
| Illinois State University , School of Biological Sciences | Normal, IL |
| Bachelor's of Biological Sciences | May 2019 |
| Cumulative GPA: 3.58/4.0, Dean's List | |
| Redbird Academic Scholarship | 2015-2019 |

PROFESSIONAL EXPERIENCE

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| CDW - Aston Carter , <i>Cloud Operations Administrator</i> | Chicago, IL May 2022 - Present |
| <ul style="list-style-type: none">• Provision and administer M365 and Azure cloud services in a remote-first Agile environment.• Manage cloud partnerships with Pure Storage, Five9, Fortra, and Dell.• Analyze data from cloud service orders in ServiceNow and report trends to identify bottlenecks and optimize the provisioning process.• Troubleshoot occurring CRM and infrastructure issues to directly support the sales team whilst creating accessible documentation for newly built systems. | |
| Starbucks Coffee Company , <i>Barista Trainer</i> | Chicago, IL October 2019 - May 2022 |
| <ul style="list-style-type: none">• Organized and streamlined process to facilitate onboarding of newly hired baristas at multiple high-traffic store locations.• Prepared food and drink to customer specifications whilst maintaining sterility and orderliness of café.• Ensured relevant promotions and events were handled properly by both partners and patrons. | |
| Illinois State University , <i>Bioinformatics Research Assistant</i> | Normal, IL August 2018 - February 2019 |
| <ul style="list-style-type: none">• Built and maintained data pipeline using Python to process NGS data generated in wet lab.• Performed statistical analysis of genomic DNA using R and visualized results with ggplot2.• Utilized BLAST, MEME, and Phyre2 to annotate unmapped NGS data and published findings to UCSC Genome Browser. | |

SKILLS

- **Languages:** Python (pandas, numpy), R (tidyverse, RMD), Go
- **Technologies:** Bash, SQL, Git, Linux, HTML/CSS, Docker, REST APIs
- **Data Analytics:** Excel (pivot tables, VLOOKUP), Tableau, Power BI, PostgreSQL