Luke Helfinstine

IT Support Professional

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I am an IT professional with 3 years of applied academic experience. I am eager to contribute to my team's mission with my technical knowledge, skills, and morale. The core of my professional ethos revolves around grit, support, and knowledge-sharing.

[languages / tools / skills]

Python
HTML / CSS /JS
BASH
PowerShell

MySQL
Oracle
MSQL Server
Active Directory
Windows Server
Virtualization Technology

Adaptability
Customer Service
Self-Motivation
Multitasking
Research

[education & experience]

Computer Information Systems – Portland Community College

Graduation: March 2024
GPA 3.5

Certificates

Computer Information Systems – Portland Community College
Cybersecurity Foundations – Portland Community College

Relevant Courses

End User Support

Active Directory Administration

Network Administration

Systems Analysis

Applicable Skills & Experience

- Helpdesk ticketing software, server administration, & remote desktop
- Troubleshooting both hardware and software issues on Windows, Linux, & Mac OS
- Website configuration and hosting
- Customer facing positions

Continued Learning & Career Goals 2024

- Obtain CompTIA A+, Network +, & Security+

Target RDC, Albany, OR — Warehouse Worker

OCTOBER 2018 - SEPTEMBER 2023

- Served on the Diversity, Equity, and Inclusion team
- Created processes and procedures that saw productivity increase as much at 50%
- Solved problems effectively with the Continuous Improvement Team
- Communicated across channels and departments to coordinate and execute plans