

Lucas H. Miller

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EDUCATION

California Polytechnic State University, San Luis Obispo

Graduated June 2019

Bachelor of Science in Business Administration

Information Systems Concentration

EXPERIENCE

California Polytechnic State University, San Luis Obispo, CA

Wireless Network Delivery Analyst | Infrastructure and Platform Services Operations

March 2020 - Present

- Transitioned approximately 600 network switches and network management tools to use ClearPass for faster and more reliable administrator authentication

Information Technology Consultant | Infrastructure and Platform Services Operations

Sept 2019 - March 2020

- Worked with multiple other teams at Cal Poly, Aruba engineers, and a contractor to plan, engineer, and execute major Wi-Fi system upgrade that resulted in a 30% reduction in Wi-Fi support tickets year-over-year
- Created new ArubaOS 8 wireless network configuration for 2 Mobility Masters and 8 Mobility Controllers
- Upgraded software on 4,900 Aruba access points that serve than 60,000 unique clients every day
- Upgraded production ClearPass authentication and AirWave monitoring servers to next major versions
- Designed new support flow to standardize how the end-user service desks escalate trouble tickets
- Utilized Splunk to analyze and correlate network usage data to improve capacity and optimize performance

Student Analyst | Infrastructure and Platform Services Operations

Feb 2019 - Sept 2019

- Configuration of Palo Alto Networks firewalls, Aruba wireless networks, and Alcatel-Lucent & Cisco switches
- Updated wireless heatmaps in Aruba AirWave Management Platform to assist in wireless coverage expansion which has resulted in 50 additional access point installations to fill in low coverage areas

The Load Balancer Crew, San Luis Obispo, CA

Oct 2018 - Dec 2018

Network Engineering Intern

- Designed and configured network from the ground up for F5 load balancer professional services startup

Blizzard Entertainment, Irvine, CA

June 2018 - Sept 2018

Systems Administrator Intern | Global Network Operations Center

- Built website dashboard to consolidate 20 tools used by Blizzard's GNOC

MINDBODY, San Luis Obispo, CA

April 2016 - June 2018

IT Security Engineering Intern

- Support of security posture improvement in corporate, production, and disaster recovery environments
- Operational management of network security devices including Palo Alto Networks next-generation firewalls
- Implementation and improvement of Tenable Nessus for identification and rapid resolution of vulnerabilities
- Created Splunk dashboards to quickly identify potential network security issues
- Upgraded anti-virus software across all environments for more robust malware detection and mitigation

TECHNICAL SKILLS

Certifications: CompTIA Network+ (issued April 2019)

Languages: Javascript, HTML, CSS, Powershell, Python, Java

Operating Systems: Windows desktop/server, Apple OS X/iOS, Linux (Ubuntu/CentOS), VMware ESXi

Hardware: L3 switches, wireless (Ubiquiti, Meraki, Aruba), next-generation firewalls (Palo Alto Networks)

Networking: DNS, DHCP, TCP/IP, 802.1x, RADIUS, TACACS+

Web Platforms: Amazon AWS (EC2, S3, CloudFront), CloudFlare, Github

SIEMs: Splunk