Lucas H. Miller

San Luis Obispo, CA   lhmiller@calpoly.edu   **lucashmiller.com**
805 458 5449

EDUCATION

California Polytechnic State University, San Luis Obispo, CA   **Sept 2015 - Present**
Junior, Bachelor of Science in Business Administration   Expected graduation: June 2019
Information Systems Concentration   Major GPA: 3.83

EXPERIENCE

Blizzard Entertainment, Irvine, CA   **Jun 2018 - Sept 2018**
Systems Administrator Intern
- Responsible for supporting all customer-facing IT systems and services

MINDBODY, Inc., San Luis Obispo, CA   **Apr 2016 - Jun 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
- Documentation for management and non-technical audiences detailing security findings and events
- Implementation and improvement of software tools to gather system configuration information and proactive identification of vulnerabilities
- Design, configuration, and maintenance of various security monitoring and management tools

Cal Poly University Housing, San Luis Obispo, CA   **Sept 2015 - March 2018**
Resnet Technician
- End-user support for 7,500 users and 11,000 clients on University Housing network
- Monitoring of network infrastructure consisting of 3,000 access points and over 50 layer 3 switches

MINDBODY, Inc., San Luis Obispo, CA   **June 2013 - Aug 2013**
Service Desk Intern, Information Systems Intern   **July 2014 - Aug 2014**
- Maintenance and support of enterprise computers and peripherals for over 900 employees

Atascadero Greybots Robotics Team, Atascadero, CA   **Sept 2011 - Sept 2015**
- Design, maintenance, & documentation of computers, network, and servers for machine shop and office
- Created and maintained new team website
- Built large database in Google Spreadsheets to track performance of teams in order to make educated decisions at competitions
- Secured donation of and administered Google Apps to improve team communication and organization
- Created team outreach videos

TECHNICAL SKILLS

Languages: HTML, CSS, Java, Javascript, Python, Powershell
Operating Systems: Administration of Windows desktop/server, Apple OS X/iOS, Linux/Unix
Hardware: Servers, routers, switches, wireless access points, next-generation firewalls
Software: PRTG Network Monitor, EventSentry, VMware ESX/vSphere, Splunk, DNS, DHCP, TCP/IP, SQL
Web Platforms: Amazon AWS, Weebly, Drupal, Wordpress, CloudFlare, Github

OTHER EXPERIENCE

HANDS in Nepal, Santa Margarita, CA   **2011 - Present**
- Volunteered technical skills for 501(c)(3) organization that builds schools in Nepal

Live Oak Music Festival, Santa Ynez Mountains, CA   **2011 - Present**
- Volunteer on electrical, production, and security crews

Boy Scouts of America, Atascadero, CA   **2008 - 2015**
- Life Scout rank, Senior Patrol Leader