

# Lucas Hoffman



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## Summary

Accomplished veteran of the United States Marine Corps with a higher education in Web Development and Cyber Security. Possess strong HTML, CSS and JavaScript skills and a proven track record of informed decision making, supervision and conflict resolution.

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## Experience

### **Tier 1 Technical Support | 06/2021 – Present**

#### **Associated Credit Union – Norcross, GA**

- Identified, evaluated, and prioritized end-user issues to ensure that inquiries are successfully resolved.
- Utilized troubleshooting techniques to resolve hardware, software, and network issues.
- Conducted periodic system tests and monitored deployment updates to applications, servers, and hardware.
- Maintained a complete inventory of all IT equipment for all of Associated Credit Union branches in Georgia.
- Installed computer software on new and existing computers in conformity with software licenses.

### **Information Technology Intern | 04/2021 – 06/2021**

#### **Associated Credit Union – Norcross, GA**

- Provided individual instruction and training to over 100 staff members on new and updated technologies.
- Maintained and updated record-keeping system for every Associated Credit Union branch in the state of Georgia.
- Performed the installation, configuration, and maintenance of computers and workstations.
- Assisted in the creation of processes and procedures for Associated Credit Union's work from home project.
- Disposed of hundreds of retired equipment while following applicable laws, regulations, and standards.

### **Youth Basketball Coach | 08/2019 - Present**

#### **Hoop Heaven GA – Woodstock, GA**

- Coached K-12 and facilitated seasonal sports camps, clinics and skill assessments.
- Coordinated scheduling and facility use with the vendors
- Instituted relevant sports drills based on skill assessments
- Fostered a culture of good sportsmanship, cooperation and responsibility for student athletes

**PERSONAL TRAINER** | 01/2017 to 11/2019

**Planet Fitness - Woodstock, GA**

- Grew customer base through referrals based on customer satisfaction and results
- Successfully completed training initiatives - increasing customer loyalty
- Created and led personalized wellness routines based on client health needs
- Instructed and motivated individuals during cardiovascular exercise, strength training and stretching

**Skills**

- |              |                         |
|--------------|-------------------------|
| • HTML       | • WordPress             |
| • CSS        | • Responsive Web Design |
| • MySQL      | • User Experience (UX)  |
| • JavaScript | • Web Applications      |

**Education**

**Bellevue University - Bellevue, Nebraska** | Bachelor of Science Web Development (Expected in 05/2022)

**Chattahoochee Technical College - Marietta, GA** | Associate of Applied Science  
Cyber Security, 05/2020

**Chattahoochee Technical College - Marietta, GA** | Criminal Justice Specialist  
Criminal Justice, 05/2018

**References**

**Karl Mann** | **CIO & Vice President** | Associated Credit Union | 404.597.1827

**Cordell Donovan** | **Sr. Network Administrator** | Associated Credit Union | 770.235.1919

**Tiara Simpkins** | **President & Owner** | Hoop Heaven GA | 678.902.4667