Lucas Henderson

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WORK EXPERIENCE

IT Support Intern   Jul 6 – Aug 27

FusionTek (Managed Service Provider) | Kirkland, WA

- Experienced working with entire network infrastructure's backends using common enterprise software and services to support FusionTek and Clients such as Azure AD, O365 Admin, Datto SAAS protection, Datto RMM, IT Glue, AutoTask, etc.
- Worked on-site/remotely to provide support for hardware and network systems for FusionTek's clients to successfully interact and complete over 200 tickets.
- Synergized with team members to provide satisfactory results for over 50 different clients.
- Completed portions of enterprise-level projects with senior technicians which involved client migration, support calls, and license allocation.

RELATIVE PROJECTS (Cascadia College)

Enterprise Networking

Strategically lead a team member in order to design and build an enterprise level network

Designed, Built, and configured the following:

- Switch fabric containing two LANs, DMZ, and outside network
- LANs consisting of two domain controllers, child domain, DFS, DHCP, DNS, print management, and clients joined to the domain with a complex OU structure/other services integrated w/ group policy, etc.
- PFSense Firewall managed through web console for all internal networks and outside network
- Virtual router with services with NAT in order to communicate with a firewall to provide secure connections to the internet for all internal networks
- Web Server for website hosting

EDUCATION

Cascadia College | Associates in Networking Infrastructure Technology   Graduated June 2021

- GPA: 3.8/4.0
- Tjossem Family, Richard Dakin, and Ashler Masonic Lodge Scholarship

Awards

Faculty Honors - Students who have earned a college level GPA between 3.6 and 3.89