Lucas Kortheuer

System Administrator

Experienced System Administrator with a focus on customer satisfaction. Skilled in IT infrastructure management, troubleshooting, and providing high-quality user support. Effective communicator known for simplifying complex technical issues. Collaborative problem solver adept at thriving in fast-paced environments.

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github.com/shadyslk

SKILLS

Windows · Linux · macOS · AWS · User Support · Interpersonal Skills · Time Management · Documentation · Active Directory · Microsoft Endpoint Manager · EDI · Python · JavaScript · Cleo Harmony · SQL · AppDynamics · ThousandEyes · HTML · CSS

WORK EXPERIENCE

System Administrator
Charter Communications

01/2023 - Present   *Charlotte, North Carolina*

Achievements/Tasks

○ Managed and maintained a heterogeneous network environment consisting of Windows Server and Linux systems ensuring high availability and reliability for over 2,000 users.

○ Monitored system performance and resource utilization using monitoring tools like AppDynamics and ThousandEyes, proactively identifying and resolving issues to minimize downtime and optimize performance.

○ Managed user accounts, permissions, and group policies in platform environment, ensuring proper access control and compliance with organizational policies and security standards.

○ Documented system configurations, procedures, and troubleshooting steps, creating comprehensive documentation to facilitate knowledge sharing and training for junior staff members.

○ Automated routine tasks and administrative processes using scripting languages such as Python and JavaScript, improving efficiency and reducing manual effort.

Contact : Zachary Mennona - (828)964-9220

Academic Technologies Manager
Winthrop University

09/2021 - 01/2023   *Rock Hill, South Carolina*

Achievements/Tasks

○ Oversaw the management and administration of academic technology resources and services, including learning management systems (LMS), classroom technologies, and digital collaboration tools.

○ Led a team of technology specialists in providing technical support, training, and consultation to faculty members, academic departments, and instructional designers on the effective integration of technology into teaching and learning.

○ Collaborated with academic departments to assess technology needs, develop technology-enhanced learning initiatives, and provide ongoing support for instructional technology projects and initiatives.

○ Developed and implemented technology policies, procedures, and guidelines to ensure the ethical and responsible use of technology in academic settings and compliance with institutional policies and regulations.

○ Provided leadership and direction in the evaluation, selection, and implementation of educational technologies, digital resources, and software applications to support teaching, learning, and research activities.

Contact : Ed Greenwood - (803) 331-0323

WORK EXPERIENCE

Assistant Store Manager
Starbucks Coffee Company

07/2014 - 11/2021   *Rock Hill, South Carolina*

Achievements/Tasks

- Managed daily operations of a high-volume retail environment, ensuring efficient workflow and exceptional customer service delivery.
- Oversaw a team of 20+ employees, providing leadership, training, and performance management to drive productivity and employee engagement.
- Utilized POS systems and inventory management software to track sales, inventory levels, and supply chain logistics.
- Fostered a positive work environment focused on teamwork, collaboration, and continuous improvement.

Contact : Jess Giles - (803)669-5517

EDUCATION

Network Administration
York Technical College

01/2021 - 05/2022   *Rock Hill, South Carolina*

Courses

- Network Infrastructure
- Security Fundamentals
- System Administration
- IT Support and Troubleshooting

Liberal Arts
York Technical College

08/2010 - 05/2013   *Rock Hill, South Carolina*

Courses

- Business Management
- English Literature
- Probability and Statistics
- Business Computer Applications

CERTIFICATES

PCEP - Certified Entry-Level Python Programmer
 (12/2022 - Present)
Python Certification sponsored by the Python Institute indicating competent understanding of Python Fundamentals.

Cleo DM404 - Data Movement Administrator
 (01/2023 - Present)
Cleo Harmony Administrator Certification granted by Cleo for competency in managing the Cleo Harmony File Transfer Platform.

AWS Solutions Architect - Associate (06/2024 - Present)
Certification sponsored by Amazon Web Services for Solutions Architect in an AWS Cloud Environment.