

Lucas Strom

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EDUCATION

Bachelor of Science, Media and Information

May 2015

Michigan State University, East Lansing, MI

EXPERIENCE

IT Intern

Summer 2010, 2011

Lenawee Stamping Corporation, Tecumseh, MI

- Led several projects for upgrading user equipment
- Resolved virus issues
- Collaborated with co-workers needing desktop support
- Worked with supervisor in network troubleshooting
- Identified and fixed hardware issues

Student Tech III

Fall 2011-Present

RHS Information Services, East Lansing, MI

- Computer and Printer support for approximately 1,500 users
- Administration of Windows Print Server (object creation, etc.)
- Experience with troubleshooting various software (Delphi, Range Servant, Quadpoint, FMS, etc.)
- Management of static IP tables

ADDITIONAL INFORMATION

- Proficient in the support of various software applications
- Familiar with Windows ('98- WIN 7) and Mac (OS 9- OS 10.6) operating systems
- Proficient in troubleshooting various HP, Kyocera, and Zebra printers and copiers