Arturo **Lucio**

Symbiosis! You help me, I help you.

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Professional Summary

From building my computer to hosting my website on AWS to writing scripts and code, I'm a nerd with the glasses to prove it, and I want to continue learning with your help! With years of customer-focused experience, troubleshooting general technology, a desire to commit to my work, and an ambition for learning, I'm well-equipped to help you achieve your goals.

Skills & Training

- **AWS** services Route 53, S3, Certificate Manager, IAM, CloudFront, and EC2
- **Cisco CCNA** certificate material (Router and Switch Setup, Networking concepts) on Cisco hardware
- **Windows 10, Linux Ubuntu & Mac OS**
- PowerShell scripting, Bash scripting
- **Windows Server Manager** (DNS, Group Policy, DHCP, Hyper-V, Network Policy)
- Virtualized servers Hyper-V, VirtualBox
- **Active Directory** Unlocking users, organizing devices in DC to OU

Certifications

- **CompTIA A+ Certified**   July 2022, Verification Code: QQ2PVH15LEB11K5Z

Education

North Central Texas College   *May 2023*

    Associate in Computer Networking

Work Experience

North Central Texas College | Gainesville, TX   *February 2023 - Present*

    Network Intern

- Worked closely with supervisors on projects using project management practices, and change management processes
- Aided in imaging, active directory management, network switch and VLAN management, asset management, and desk-side troubleshooting
- Improved workflow by developing solutions using PowerShell scripts, cleaner end-user documentation, and suggesting workflow changes
- Provided troubleshooting to common hardware, Windows issues, Office 365, and industry-specific software

Richeson Dairy Queen | Graham, TX   *June 2018 – April 2023*

    Shift Leader

- Followed established procedures and used conflict resolution techniques to ensure high customer satisfaction and optimized service
- Fulfill paperwork, spreadsheets, register programming, troubleshooting, data entry, and asset management along with support documentation for common issues in those areas
- Promoted to a supervisor position within 1st year of employment (May 2019)
- Created a strong communication path with employees under supervision through good leadership practices, including reviewing performance and training