

LUKE B. WILCOXON

Career Objective: Experienced Help Desk Technician with over two years of IT support experience. Seeking a role where I can support users, solve technical issues, and help improve overall efficiency.

EXPERIENCE

Solvere One (MSP)

August 2023 – Present

Help Desk Technician

- Communicate clearly and professionally with clients to ensure a smooth and positive support experience.
- Diagnose and resolve technical problems in both virtual and in-person settings, escalating complex issues when necessary.
- Collaborate with cross-functional teams to implement IT solutions and process improvements.
- Manage onboarding and offboarding processes for client employees, including account creation, access provisioning, and system configuration.
- Install, configure, and maintain desktops, laptops, and peripherals to ensure optimal functionality.
- Document daily work activities, troubleshooting steps, and ticket resolutions to maintain accurate records and ensure service consistency.

Chick-fil-A

August 2020 – August 2023

Team Leader

- As a Team Leader at Chick-fil-A, I filled an intermediate leadership role, and was responsible for additional responsibilities to include opening and closing the restaurant.
- Responsible for opening the safe as well as handling cash management.
- Ensured that other team members are properly trained.
- Trusted to manage other staff members and oversee the operations of the restaurant

Scattered Acres

August 2019 – August 2020

Farm Assistant

- Responsible for overseeing the care of horses to include nutritional needs.
- Keeping the horse's living areas disinfected, clean and safe.

EDUCATION

- Liberty High School – August 2017 – May 2018
- Homelife Academy – September 2018 – June 2021
- Laurel Ridge Community College – August 2021 – May 2022

SOFTWARE/APPLICATIONS

- ConnectWise Manage
- ConnectWise Automate
- Sophos
- IT Glue
- VMWare
- Intune MDM
- Active Directory
- MS Exchange
- Google Workspace Admin
- MS Office
- Inky
- Powershell