

Lucas Rufkahr

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Education	East Central College Pursuing a degree in Chemistry.	Currently Enrolled Graduating Dec. 2024
	Washington High School Relevant courses: Information Technology I, AP Java.	May 2021
Work Experience	INDIGEX – <i>Field Technician</i> <ul style="list-style-type: none">- Responsible for responding to monitoring alerts.- Responded to and documented client issues remotely and on-site.- Participated in network installations, infrastructure replacements, and new client onboarding projects.- Worked with software including but not limited to O365, Unifi, OPNsense, pfSense, Proxmox, Windows, and macOS devices.	Kansas City, MO Oct. 2022 – Jun. 2023
	Panasonic Connect – <i>Repair Technician</i> <ul style="list-style-type: none">- Diagnosed and repaired Panasonic computer equipment such as the Panasonic Toughbook.- Performed diagnostic testing using company software.- Documented issues and findings into in-house CRM software.	Lenexa, KS Jul. 2022 – Oct. 2022
	Washington High School – <i>IT Intern</i> <ul style="list-style-type: none">- Redeployed ChromeOS laptops in preparation for the next school year.- Prepared warehouse stock for liquidation.- Participated in underground fiber optic cable installations.	Washington, MO May 2021 – Aug. 2021
	Imo's Pizza – <i>Delivery Driver / Pizza Maker</i> <ul style="list-style-type: none">- Delivered pizzas to customers.- Made excellent and delicious pizzas.- Took orders over the phone.	Washington, MO Currently employed
Certifications	CompTia A+ Cisco IT Essentials Cisco Networking Essentials	Completed 04/15/2021 Completed 01/16/2021 Completed 05/06/2021
Skills	Microsoft Windows, Linux, macOS, Bash, networking, Customer service	
Interests	Computers, hiking, reading, making music, Magic: The Gathering	