

PROFESSIONAL SUMMARY

- 10 years of IT experience
- Journeyman CET
- FEMA National Incident Management certified
- CJIS certified
- 2 years helpdesk experience
- 8 years monitoring experience
- 12 years networking experience

CONTACT

- yournexthire@lucas-elliott.com
- (774) 452-5443
- 61 Appleton Rd, APT 16
New Ipswich, NH

EDUCATION

Liberty University, VA
Communications, BA
Minor in Technology
Deans List / 4.0 GPA

SKILLS

- IT Management
- IT Support
- Communication
- Project management
- Monitoring design
- Linux system administration
- Network / subnet design
- FEMA ICS certified
- Training
- Excellent people skills

Lucas Elliott

IT OPERATIONS LEADER / LINUX SYSADMIN

Dependable and experienced candidate ready to keep your infra modern, quick, and secure. Wide range of IT and networking experience. Great at breaking down technology to colleagues at any level. Able to quickly learn new systems and ecosystems.

[View my LinkedIn](#)

EXPERIENCE

JOURNEYMAN RADIO TECHNICIAN & IT SYSADMIN

MODULAR COMMUNICATIONS, LLC.

Nov 2023 - Present

Built and maintained a multi-site 5-level Zabbix monitoring system for essential 911 radio communications monitoring and automation. Designed and implemented network schema and subnet layouts to fit each town/customer. Created documentation systems for customer information, SOPs (procedures), and infra information. Designed and maintained a multi-site Linux monitoring network across 3 states. Met with and worked with customers to plan systems. Handled sensitive criminal justice system data. Worked with advanced networking, multicast traffic management, subnet networking, cross-network routing, and microwave / fiber / cat5 / Comcast EVPL / ENS networking. Kept staff up to date on technology changes, security concerns, and procedure changes.

HELP DESK ENGINEER PROTOCOL NETWORKS.

Jan 2021 – Nov 2023

Support engineer for IT tech support for multiple biosystem / healthcare customers and companies. Wrote many multi-page SOP procedures / documentations that were implemented and used for training and support responses. Worked hybrid on-site and remote with a majority off-site. Experienced with Jira, Okta, Active Directory, VPN support. Frequently worked with individuals of every technical level helping through and explaining different IT technologies.

OWNER IT COMMAND

Oct 2016 – Dec 2021 + Part Time Until 2026

Built an IT Support company and successfully lead it for ten years. Starting with hands-on, small business and individual IT, grew to support corporate customers. Transitioned from a hands-on side-job to a largely automated IT management and web hosting side business that runs with limited input thanks to automation to this day.