

Nick Luca

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EDUCATION

Jessup University

Bachelor of Science, Computer Science — Software Engineering Specialization

Relevant Coursework: Operating Systems, Data Analysis, Algorithms, Software Engineering

Rocklin, CA

Expected Dec 2027

American River College

Associates of Science, Computer Science — Minor in Mathematics, GPA: 3.8

Sacramento, CA

Aug 2022– Dec 2025

WORK EXPERIENCE

IT Support Specialist

California ISO - Contracted by TEKsystems

Folsom, CA

May 2025 – Present

- Provide Tier 1/2 support for 1,000+ users, resolving 20–30 tickets per day across endpoint, access, network, server, and enterprise application issues
- Administer daily support tasks in Active Directory, Entra ID, Microsoft 365 Admin Center, Exchange Admin Center, Intune, ServiceNow, and VMware vSphere
- Perform identity and access tasks including password resets, account unlocks, group membership changes, OU moves, GPO troubleshooting, MFA resets, Conditional Access troubleshooting, shared mailbox access, and distribution group management
- Support Intune device compliance, enrollment, retire/wipe actions, and endpoint troubleshooting for managed Windows devices
- Troubleshoot VMware vSphere, DNS, VPN, Wi-Fi, IP configuration, print server, file share, and Windows Server issues, escalating infrastructure problems when needed
- Contributed to ServiceNow migration by training team members, creating ticket templates, writing knowledge base articles, and improving user self-service workflows to reduce repeat tickets

Information Technology Student Support

American River College

Sacramento, CA

Jan 2023 – Aug 2023

- Provided technical support for students, faculty, and staff across hardware, software, network connectivity, classroom technology, and printer issues
- Deployed and configured campus workstations, including imaging laptops/desktops, setting up new workstations, cabling peripherals, and supporting 200 networked printers

PROJECTS

Home Lab | *Proxmox, Windows Server, Active Directory, DNS*

- Built a virtualized lab on Proxmox VE using Windows Server and Windows 10/11 clients to simulate enterprise administration workflows
- Configured AD DS, DNS, monitoring, and backup/snapshot workflows for hands-on systems administration practice
- Documented lab architecture, configuration steps, and troubleshooting notes in GitHub

Personal Portfolio Website | *Tailwind, Astro*

- Built and deployed a personal portfolio website to showcase IT projects, homelab documentation, technical writeups, and development experience

Technical Skills

Systems: Active Directory, Group Policy, Windows Server, Microsoft 365, Entra ID, Intune, Exchange Admin Center

Infrastructure Tools: Proxmox VE, VMware vSphere, RealVNC, ControlUp, Docker, Git

Networking: TCP/IP, DNS, DHCP, VPN, Wi-Fi, network printers, connectivity troubleshooting

ITSM/Scripting: ServiceNow, Remedyforce, Incident Management, PowerShell, Python

Operating Systems: Windows 10/11