

Lukas Neal

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SUMMARY

Early career **IT analyst** with hands on experience supporting employee technology lifecycles, software inventories, endpoint coordination, and operational service requests across community and municipal service organizations. Coordinates onboarding and departure workflows for employees and contractors, aligning equipment, accounts, applications, and documented procedures. Translates user needs into clear technical requests, maintains accurate asset records, and follows issues through resolution with operating teams and centralized IT resources. Researches hardware and software options, compares compatibility and support needs, and prepares practical recommendations for business use. Brings a service focused approach to **daily IT operations, process documentation, stakeholder communication**, access coordination, and reliable technology use. Ready to contribute organized follow through and sound judgment in a public service environment.

EXPERIENCE

IT Support Analyst June 2024 - Present
Cedar Ridge Community Services *Madison, WI*

- Supports technology operations across five service programs, coordinating employee and contractor lifecycle workflows, software records, endpoint needs, service requests, and recommendations while connecting program staff with centralized IT resources.
- Coordinated onboarding and departure workflows across five programs, aligning equipment, accounts, and software needs.
 - Reconciled endpoint inventories against service requests, resolving asset discrepancies before employee transitions.
 - Clarified program technology needs for centralized IT, tracking requests through resolution and user confirmation.
 - Documented recurring workstation and access issues, giving **staff** consistent guidance for routine support requests.
 - Compared replacement hardware and business software against compatibility, supportability, and lifecycle requirements.
 - Updated **equipment** records, software information, request notes, and procedures supporting reliable **daily IT operations**.

Technology Services Trainee July 2022 - May 2024
Lakeview Municipal Services *Madison, WI*

- Provided supervised technology services for municipal staff, supporting workstation provisioning, onboarding, **software inventory**, hardware and software research, request triage, departure checklists, and procedural documentation.
- Prepared workstation records and validated requested applications before supervised municipal staff deployments.
 - Updated software inventories and license records, improving renewal and allocation decisions for senior analysts.
 - Researched hardware and software options, summarizing capabilities, limitations, compatibility, and support considerations.
 - Triageed employee requests by documenting symptoms and business impact for appropriate technical resources.
 - Prepared departure checklists covering **equipment** returns and access steps for consistent employee transitions.
 - Maintained routine support procedures, incorporating analyst feedback into clearer and more usable instructions.

PROJECTS

- Municipal Technology Lifecycle Review** 📅 2024
A recurring transition exposed gaps in equipment records. Reviewed onboarding and departure documentation, mapped asset and access checkpoints, and proposed clearer handoffs for municipal support teams.
- Service Program Software Inventory** 📅 2025
A software record did not match an assigned endpoint. Reconciled inventory details with service requests, clarified ownership fields, and documented a repeatable review process for program staff.

LEADERSHIP & AWARDS

- Recognized by senior analysts for dependable software inventory updates and clear renewal information.
- Selected for expanded support responsibilities across five community service programs.
- Received positive team feedback for practical documentation and steady request follow through.

EDUCATION

Bachelor of Science in Information Systems 2022
University of Wisconsin La Crosse GPA: 3.5 *La Crosse, WI*
Coursework: Information systems, database management, systems analysis, network fundamentals

CERTIFICATIONS

- Google IT Support Professional Certificate 📅 2022

- Information Systems Support Training 📅 2022

TECHNICAL SKILLS

- **IT Support Platforms:** Service requests, workstations, user support
- **Asset Management:** Software inventory, endpoint records, license records
- **Lifecycle Management:** Onboarding, offboarding, equipment returns
- **Hardware Support:** Workstations, endpoint devices, replacement hardware
- **Software Support:** Business applications, application validation, software records
- **Technical Research:** Hardware research, software research, market comparison
- **Request Coordination:** Issue triage, request routing, resolution tracking
- **Documentation Tools:** Procedures, checklists, support guidance
- **Access Administration:** Account coordination, access steps, departure access
- **Stakeholder Communication:** User communication, operational liaison, IT coordination
- **Service Operations:** Daily IT operations, process updates, support workflows

SKILLS

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|-----------------------------|------------------------------|--------------------------------|-----------------------------|
| • IT support | • Hardware lifecycle support | • Hardware evaluation | • Stakeholder communication |
| • Onboarding workflows | • Software inventory | • Software evaluation | • Troubleshooting |
| • Offboarding workflows | • Equipment tracking | • Service request coordination | • Access coordination |
| • Software asset management | • Technical research | • Process documentation | |

PROFESSIONAL AFFILIATIONS

- Information Systems student member, University of Wisconsin La Crosse technology community.
- Public service technology contributor, supporting municipal and community service operations.

LANGUAGES

- English (Native)
- Spanish (Beginner)

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST