

Luke Priest

Information Technology
Technician

Contact

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Website

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Education

Aug 2019 - Present

Dayton Regional STEM School

GPA 3.87/4.0

Expected date of
graduation: May 2026

Computer Skills

- Troubleshooting
- Microsoft Office
- Adobe Suite
- Autodesk Suite
- Linux

Certifications



To secure an internship as an information technology technician. Ready to help the team achieve company goals. Detail-oriented team player with the ability to handle multiple projects simultaneously with a high degree of accuracy.

Experience

Information Technology Internship

The Dayton Regional STEM School | 1724 Woodman Dr, Kettering
May 2025 - Present

- Delivered responsive IT support, troubleshooting and resolving hardware and software issues for over 300 number of devices.
- Developed and executed a streamlined staging process for new Chromebook deployment, efficiently configuring and enrolling devices
- Performed comprehensive re-imaging of non-compliant Windows laptops, ensuring adherence to organizational security standards.

Great Escape Game Dayton | 2332 Grange Hall Rd, Beavercreek

Senior Game Master

August 2025 - Present

- Address escalated guest issues, providing effective resolutions to maintain a positive brand reputation.
- Supervise and mentor a team of game masters, ensuring consistent delivery of high-quality guest experiences.
- Assist management with scheduling, workflow optimization, and employee development initiatives.

Game Master

July 2024 - August 2025

- Delivered exceptional customer service, resolving guest inquiries and issues through various communication channels
- Cultivated a positive and engaging environment by proactively addressing guest needs and ensuring successful resolutions.
- Executed routine checks and proactive maintenance to ensure optimal operational readiness and adherence to safety protocols.
- Collaborated effectively with team members to streamline daily operations and optimize workflow efficiency.
- Trained and mentored 3 new hires on operational procedures, customer service protocols, and safety guidelines, accelerating team integration.

Job Shadow

○ Mile Two | 444 E 2nd St, Dayton, OH
October 2022 - October 2022

- Gained insights into daily IT operations and responsibilities
- Gained valuable insights into IT leadership and team management through direct communication with the IT Director.