

Luke Priest

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Dayton, OH | U.S. Citizen, eligible for security clearance

PROFESSIONAL SUMMARY

Datacenter Technician at Reynolds & Reynolds with hands-on experience in large-scale hardware operations, media sanitization, and incident response. Track record of improving efficiency: designed system monitoring procedures that reduced escalation time and documentation errors, and processed thousands of storage devices while meeting strict compliance standards. CompTIA A+ and Network+ certified, with prior IT support experience across a 700-device fleet. Seeking datacenter technician roles where reliability and operational efficiency matter most.

CORE COMPETENCIES

Datacenter Operations, Hardware Troubleshooting, Media Sanitization & Destruction, System Monitoring & Escalation, Ticket Management, Process Documentation, New-Hire Training, Windows & Linux, TCP/IP, VLAN & DNS, Compliance & Physical Security

CERTIFICATIONS

CompTIA A+ - Active through April 2028

CompTIA Network+ - Active through April 2028

Self-study in progress: CompTIA Linux+, CompTIA Security+, Cisco CCNA, ITIL 4 Foundation

PROFESSIONAL EXPERIENCE

Datacenter Technician - Reynolds & Reynolds, Dayton, OH

Jun 2026 - Present

- Sanitize and destroy storage media at scale, wiping 1,200+ devices and destroying 2,000+ while meeting internal compliance standards.
- Design and refine system monitoring procedures that reduce escalation time and documentation errors.
- Resolve support tickets (900+ to date), providing remote hands-and-eyes support for datacenter operations.
- Respond to power events to keep critical systems stable.
- Trained 2 technicians on datacenter procedures and compliance requirements.
- Document procedures to keep work consistent across shifts.

IT Technician, Internship - Dayton Regional STEM School, Kettering, OH

May 2025 - May 2026

- Support 700+ Windows and ChromeOS devices for students and staff.
- Streamline Chromebook staging and enrollment for new device deployments.
- Re-image non-compliant Windows laptops to meet security baselines.

Senior Game Master - Great Escape Game, Dayton, OH

Jul 2024 - Jun 2026

- Supervise daily operations and train 9 employees on procedures, customer service, and safety.
- Resolve escalated guest issues and enforce safety protocols.

EDUCATION

High School Diploma - Dayton Regional STEM School, Kettering, OH

May 2026

GPA 3.87/4.0, Computer Science focus