

Luke Schnur

schnurluke@gmail.com | Cincinnati, Ohio

Professional Experience

Carestar

IT COOP, Blue Ash Ohio | August 2025-Present

- Delivered front-line support across multiple enterprise applications, resolving user issues and documenting recurring problems
- Managed hardware refresh cycles, including configuring, imaging, and shipping new laptops and mobile devices
- Set up weekly new hires, preparing accounts, devices, and application access to ensure smooth onboarding
- Took initiative to coordinate tasks among interns, informally leading workflow organization and mentoring peers
- Assisted with device lifecycle management, inventory tracking, and hardware troubleshooting
- Developed strong communication and customer-support skills while building foundational IT troubleshooting experience

Best Buy

Sales Advisor, Loveland Ohio | June 2024-January 2025

- Proven track record in meeting sales targets and providing personalized customer recommendations
- Volunteered for additional training to serve as Chromebook ambassador to enhance customer service
- Actively seek opportunities to stay informed of new technologies and products to provide relevant advice to customers

Hearst WLWT

Technical Intern, Cincinnati Ohio | January 2024-June 2024

- Met with various department heads to gain a comprehensive understanding of their roles and responsibilities within the organization.
- Delivered timely and effective IT support to staff members, addressing hardware and software issues promptly
- Assisted in the installation, configuration, and maintenance of hardware and software components
- Stayed informed about industry trends and advancements, bringing fresh ideas and perspectives to the team

Forward Edge

Cable Technician, Sharonville Ohio | May 2022 - August 2022

- Installed wiring and cabling throughout the school while adhering to safety standards
- Maintain accurate documentation of the cable link paths to minimize any interference
- Supported detailed documentation of network infrastructures

Additional Experience

St. Margaret of York Volunteer Sound Technician, Loveland Ohio | April 2021-February 2022

- Oversaw various aspects of sound reinforcement to ensure clear and reliable audio for live events
- Selected and organized hardware for presentations to include digital displays, projectors, screens, and media players
- Configured physical audio components to include but not limited to adjusting various elements to ensure optimal sound quality and performance.

Skills

Operating Systems	Troubleshooting	System Administration	Windows Server
Project Management	Networking	Linux	Security Tools
Communication	Active Directory	Scripting	Leadership

Education

University of Cincinnati, Bachelor of Science in Information Technology Concentrations in Cybersecurity, Networking & System Administration

| August 2022-April 2027 | GPA 3.7

Kings High School, Kings Mills OH | August 2018- May 2022 | GPA 3.86

**AVAILABLE FOR FULLTIME
CLASSES FINISHED SPRING 2026**