

# Luke Lavender

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## L3 NETWORK OPERATIONS SUPPORT | L3 COLLABORATION SUPPORT | DATACENTER AND ENDPOINT OPERATIONS

### SUMMARY

Hands-on network, systems, collaboration, and datacenter support professional with experience across NOC operations, Microsoft 365 administration, Windows Server, Cisco networking, VMware/UCS, break/fix, and production operations tooling. I started in networking, moved into servers and enterprise support, expanded through datacenter hardware and field break/fix, and now focus on reliable device management, collaboration support, network visibility, and practical systems that help people get work done.

### CORE SKILLS

<b>Network / NOC</b>	Cisco IOS fundamentals, VLAN/L2/L3 troubleshooting, Meraki, Cisco VWLC, Nexus/ASA exposure, VPN/DNS/DHCP, SNMP/monitoring concepts, Palo Alto and Cisco ACI collaboration.
<b>Collaboration / M365</b>	Microsoft 365 and Office support, Teams, Outlook/Exchange workflows, OneDrive/SharePoint file paths, Entra identity awareness, Graph-integrated calendar/email patterns, user-focused documentation.
<b>Endpoint Management</b>	Intune/Company Portal packaging patterns, Windows policy, managed shortcuts/favorites, Office deployment support, endpoint telemetry, PowerShell validation and detection scripts.
<b>Systems / Apps</b>	Windows Server, Active Directory/GPO, IIS/TLS, SQL Server support, MongoDB-backed apps, ASP.NET Core/Razor Pages, Azure Blob storage, ServiceNow, SCCM, N-able scripting.
<b>Datacenter</b>	Rack/stack, cabling/labeling, server/network turn-up, iLO/iDRAC, RMAs, hardware break/fix, tape/media handling, chain of custody, change-control discipline.

### CURRENT OPERATIONS PLATFORM WORK

#### PAFDS Technologies / Keith's Kitchens - SMKKCabinet And KeithAI | 2025 - Present

- Built and support SMKKCabinet, an internal operations platform covering customer/job tracking, inventory, ordering, receiving, scheduling, reception intake, shop/CNC-adjacent workflows, field updates, document intake, audit views, and reporting.
- Work across ASP.NET Core/Razor Pages, C#, MongoDB, Azure Blob storage, Microsoft Identity, Microsoft Graph calendar/email paths, Microsoft 365, Teams, OneDrive/SharePoint workflows, PowerShell deployment scripts, Caddy/TLS, and proof-backed health reports.
- Improved scheduling from raw calendar clutter into selected-day views, quarter-hour appointment choices, popup event editing, normalized out-of-office handling, and sales-person availability windows that reception can use while staying in the call workflow.
- Built inventory custody workflows for receiving and assigning items to installers, including modal actions, eligibility checks, regression tests, and deployment proof.
- Built KeithAI operating patterns for safe employee support: direct answers for general questions, routed workflow actions when tools are available, human-readable action logs, and no claim that a ticket, email, calendar change, or record update happened without returned proof.
- Created endpoint and Microsoft 365 operating models around Intune packages, Company Portal apps, browser favorites, Office deployment, Teams support, endpoint posture reporting, and rollback-ready validation.

### EXPERIENCE

#### Datacenter Technician (Contract) - EOS IT Solutions / Meta | Jan 2025 - Mar 2025

- Supported Meta datacenter pods for a three-month assignment: rack/stack, network and server cabling, labeling, turn-up validation, break/fix, and RMAs.
- Worked tickets with clear updates and ETAs while following site safety, handoff, and change-control expectations.

#### Application Support Engineer - Eli Lilly | Dec 2024 - Jan 2025

- Triaged Veeva CRM and application issues, converted user reports into reproducible ticket notes, and validated fixes with users before closure.
- Managed ServiceNow queue activity and partnered with cloud/network teams on AWS/Azure storage, database access, Cisco ACI, and Palo Alto connectivity questions.
- Maintained KB notes and issue documentation to speed repeat support and keep compliance-sensitive workflows accurate.

#### Infrastructure Operations And Support - American Electric Power (AEP) | Jun 2022 - Nov 2024

- Supported servers and infrastructure tied to critical electric-utility operations under NERC-CIP expectations.
- Patched and remediated Windows Server fleets across physical and virtual environments; handled SSL renewals and base builds through iLO/iDRAC.
- Used PowerShell for fleet data gathering, repeatable checks, and operational automation while coordinating changes with facility staff.

#### NOC Engineer - Network Innovation Solutions | 2021

- Managed Meraki networks for roughly 50 SMB/city clients, supported 3CX phone administration, O365 tenant/domain administration, and Barracuda filtering/appliances.
- Used N-able scripting and vendor coordination with Cisco, Microsoft, and Dell to move incidents from alert to resolution.

#### Data Center Hands And Feet - HCL Technologies / MRC Global | 2021

- Provided 24/7 datacenter support for rack maintenance, cable cleanup, tape server care, fiber work, structured cabling, rail installs, and drive chain of custody.
- Assisted with core/Nexus reachability troubleshooting and hardware maintenance in a controlled datacenter environment.

**Data Center Technician / Installer - Zolarix | 2019 - 2021**

- Delivered end-to-end POS and network installs for Arby's and retail sites, including racks, L2 switches, firewalls, wiring, POS equipment, cable management, and cutover support.
- Troubleshot Cisco IOS, ESXi, Windows Server, Linux, storage, HDD/RAM failures, and site network or peripheral issues.

**IT Contractor / MSP Owner - PAFDS Technologies | 2017 - Present**

- Built and operated small-business IT services across AD/DNS, VPN, Cisco WLC, vCenter/VMware, NetApp/TrueNAS storage, endpoint support, inventory applications, and documentation.
- Maintained a homelab and support environment with Cisco UCS, Nexus/ASA, VMware vCenter, Windows/Linux services, PXE, iSCSI, SNMP/monitoring, Duo, and collaboration tools.

**SELECTED WINS**

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- Led 100+ POS/network refreshes, coordinating cutovers and resolving network/peripheral issues with minimal site disruption.
- Deployed Cisco VWLC for centralized WLAN management and policy enforcement, including large AP environments.
- Monitored Cisco UCS blades running VMware/vCenter to track capacity, health, and uptime risks.
- Built support surfaces that turn messy operational data into readable rows like who did what action, what changed, and what proof exists behind the event.

**EDUCATION**

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**Winfield High School - Diploma, 2018**

Business Management focus. Completed a 2+2 high-school/vocational Cisco networking program during the second half of high school.

**PRIOR CERTIFICATIONS AND TRAINING**

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Prior certifications/training and exam history, not currently claimed as active: CompTIA A+, Network+, Linux+; Cisco CCNA/CCT coursework and CCNA exam history through approximately 2020/2021; Microsoft MCSA Windows Server 2012; Ciena CRS-A; Barracuda LAN/WAN and Security.