

Luke

Professional Summary	Young professional with an education in accessible web design and coding along with experience in a variety of fields. My goal would be to find a challenging opportunity where I can use my diverse skills program leading to a stable career.	
Experience	Maximus	Oct 2024 – Jan 2025
	Customer Service Representative Lawrence, KS	
	<ul style="list-style-type: none">- Completion of Marketplace applications- General customer assistance- Password resets	
	RealManage Inc.	2020-2024
	Data Entry San Antonio, TX	
Experience	<ul style="list-style-type: none">- Researched properties and entered data to assist the company in creating a budget	
	Amazon	2021
	Package Rotator San Antonio, TX	
	<ul style="list-style-type: none">- Removed packages from conveyor belt and loaded onto pallets- Scanned 200 packages per hour	
	Caption Call	2020-2021
Experience	Captioning Agent San Antonio, TX	
	<ul style="list-style-type: none">- Listened and typed (captioned) caller communications- This was used for review by the caller who was hearing impaired	
	Launch it – Google Applied Digital Skills	
	<ul style="list-style-type: none">- Awarded 2022- Certified in Google Workplace: Gmail, Drive, Workplace Documents, Workplace Slides	
	Google Data Analytics Professional Certifications	
Experience	<ul style="list-style-type: none">- Beginner- Advanced- PowerUser	
	Google UX Design Professional Certificate	
	<ul style="list-style-type: none">- User Experience Design	

- Emphasize, Define, and Ideate
- Wireframes and Lo-fi Prototypes
- UX research and Usability testing
- Design and Prototype in Figma
- Adobe XD: Responsive Web Design

CodeCraft Works Accessible Web Development Certification

- Advanced HTML and CSS techniques
- Semantic HTML, WCAG standards
- Responsive Design
- JavaScript Functions, Web API and ARIA labels

Education University of the Ozarks
Clarksville, AR
August 2014 – May 2016

Douglas MacArthur High School
San Antonio, Texas
Graduated 2012

National Honor Society - Member

Eagle Scout – Awarded 2008