

LUCA G. MADDALENI

Atlanta, GA | luca@luc.am | [linkedin.com/in/lucamaddaleni](https://www.linkedin.com/in/lucamaddaleni)

Troubleshooting | Endpoint Management | Networking | Development

Education

B.S. Computer Science *Cum Laude*

May 2025

Georgia State University, Atlanta, GA

A.S. Computer Science

August 2024

Perimeter College, Dunwoody, GA

Technical Skills

Systems: Active Directory, Intune/Autopilot, Entra/M365, MTR/Zoom Rooms, NinjaOne, Apple Business, Azure/Tierpoint, Verkada, Freshservice, Docusign, Smartsheet, Mobility, Proxmox

Skills: Executive Helpdesk, Networking, Endpoint Management (UEM/MDM), Audio/Video, Microsoft Office, Adobe

Languages: Powershell, Python, Java, C/C++, Rust

Certifications: Coursera, CompTIA A+, Forklift, AED/First Aid

Experience

Artera Services – IT Support Specialist

2025–Present

- Provide white-glove deskside service to Artera HQ, particularly the executive suite
- Automate and manage >10,000 endpoints (deployment & existing) with Intune and NinjaOne
- Responsible for Docusign, Zoom/Teams meeting rooms, Artera device deployments
- Assist with vendor evaluation, physical access, process development, and cross operating company collaboration
- Helped deploy and support South Gas and Union Gas divisions' HeavyJob Field tool rollout

EXLAB Makerspace @ GSU – Student Assistant

2023–2025

- Trained students on Maker Space equipment (3D printers, CNC router, Laser cutter)

Kateva – IT Support Specialist

2023–2025

- Installed/configured security cameras and TV systems, integrating with network infrastructure

NAPA Auto Parts – Parts Associate

2022

- Managed orders, inventory, and deliveries for automotive parts

Projects

Home Lab

- Proxmox cluster, OPNsense router, NAS; hosted VMs, game servers, and automation projects.

Fat Shack Restaurant Network Repair

- Emergency troubleshooting/reconfiguration of wired/wireless networks for a restaurant.

Awards

Eagle Scout

FBLA National Winner: Help Desk (2018), Network Design (2019), Management Information Systems (2020)

FBLA State Winner: Cybersecurity (2019), Introduction to IT (2017)