Luke Turner

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EDUCATION

The Ohio State University - College of Arts and Sciences   **Columbus, Ohio**
B.S. in Geographical Information Sciences   *May 2023*
Relevant Coursework: Data Structures, GIS Algorithms and Programming, Geovisualization
Selected Project Experience
- OSU Student Radio Webmaster (arouseosu.com)
  - Managed the computer server, Icecast stream, and technical programming of the site
  - Maintained and updated site content including 17 articles during the 21-22 school year

WORK EXPERIENCE

Klarna   **Columbus, Ohio**
Productivity Intern   *August 2021 - September 2022*
- Prepared, managed, and supervised equipment onboarding for all new employees
- Collaborated with an international team to create a streamlined and efficient onboarding process by optimizing and automating previous processes to ensure employee satisfaction
- Worked with different MDM systems including JAMF and Azure to maintain an inventory with more than 10,000 devices daily
- Equipped, set up, and managed office technology across North America to ensure productivity

EXPRESS   **Columbus, Ohio**
Information Sciences Intern   *July 2020 - August 2020*
- Developed a chatbot using Python and Google's Natural Language API to report active environments and ongoing voice calls between teams and employees without any strict bot commands

NICE Uptivity   **Columbus, Ohio**
Web Development Intern   *May 2019 - August 2019*
- Assisted in rebuilding the Uptivity web client using Angular 2+, Typescript, Microsoft SQL Servers, and C#
- Developed new methods to track, record, and manage customer support calls within Uptivity's software using SQL

NICE inContact   **Salt Lake City, Utah**
Software Development Intern   *May 2018 - December 2018*
- Developed a new navigation system to bridge multiple inContact product web pages together
- Implemented bug fixes for various HTML, Javascript, CSS, and C# issues

SKILLS

- Technical Skills: ArcGIS, Javascript (Jquery, Angular), HTML/CSS, Python (Arcpy), Java, C#, SQL, GIT, Microsoft Office Suite