

Lucas Erber

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Education

Central Michigan University, Mount Pleasant, MI
Bachelor of Science in Information Technology

Duration: Aug 2020 - May 2024

Strong academic training and skills in:

- Network Configuration
- Network Security
- Project Management
- Cybersecurity Awareness
- Asset Management
- Site Logistics & Coordination

Additional Skills:

Fluent in Microsoft Office
Fluent in Microsoft Teams
Fluent in Customer Service
Business Philosophy
Expert Problem-Solving Abilities
Field Project Management

Relevant Work Experience

Jodon Inc, Ann Arbor, MI

Technical Writer & Operation Support

Duration: May 2026 - Present

- Author comprehensive product documentation and manuals to translate complex technical systems into clear, accessible user guides.
- Manage B2B email correspondence and provide remote troubleshooting support to resolve intricate product inquiries for clients.
- Perform hands-on quality control inspections on hardware and manufacturing assemblies to ensure compliance with strict engineering standards

CTC Technologies Inc, Ann Arbor, MI

Network Technician (Contract)

Duration: July 2025 - May 2026

- Operate as a primary technical lead for diverse networking projects, maintaining professional autonomy and accountability while delivering results for domestic and international cross-functional teams.

Network Technician

Duration: June 2024 - July 2025

- Managed and configured FortiGate firewalls for multiple customers, ensuring robust network security and optimal performance.
- Spearheaded a Network Access Control (NAC) project for one of the company's largest accounts, enhancing network security and compliance.

Menards, Mount Pleasant, MI

Duration: May 2018 - May 2024

Sales Associate

- Handled customer needs and concerns
- Trained new associates

Relevant Projects

Network Access Control (NAC) implementation

Duration: Aug 2024 - Aug 2025

- Collected and analyzed data from over 20 job sites nationwide, ensuring accurate and effective implementation of NAC solutions.
- Coordinated with cross-functional teams to design and deploy NAC policies, resulting in improved network access control and reduced security risks.