William "Luke" Harrison

Field IT Support Engineer | CCNA in progress
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Summary

Field technician with broadband, low-voltage cabling, and commercial hardware experience. Skilled in terminating, testing, and certifying copper cable runs and diagnosing physical-layer faults; runs a segmented, self-hosted Linux network at home.

Experience

Field IT Support Engineer May 2026 – Present
Skill State LLC *Louisville, KY*

- Install, service, and troubleshoot networked commercial terminals across retail, hospitality, and food-service sites on a daily break-fix route
- Establish connectivity for deployed hardware: wireless adapter configuration, Ethernet runs, and integration with existing SMB routers and modems
- Serve as sole on-site technical contact, diagnosing hardware, software, and connectivity faults without escalation support

Residential Connectivity Specialist Oct 2025 – May 2026
Spectrum *Louisville, KY*

- Assessed residential network environments on site and specified matching hardware and service configurations

Senior Case Handler Mar 2024 – Jul 2024
The Phia Group *Louisville, KY*

- Managed subrogation and reimbursement recovery cases, negotiating settlements with insurance carriers and legal counsel

Subrogation Analyst Apr 2019 – Feb 2024
The Rawlings Company *La Grange, KY*

- Recovered over $4M for clients while independently managing an average load of 800 active case files under HIPAA and data-security requirements

Field Technician IV Oct 2016 – Mar 2019
Spectrum *Louisville, KY*

- Installed, repaired, and troubleshot broadband internet, video, and voice service; advanced through four technician grades
- Installed and repaired low-voltage wiring (coax, Cat5e/6, telephone); terminated, tested, and certified cable runs
- Diagnosed physical-layer faults using signal meters and line-test equipment

Projects

Self-Hosted Network Infrastructure | *Ubuntu Server, Docker, nginx, Pi-hole, UniFi* 2022 – Present

- Built a segmented Docker network separating public services, apps, databases, and IoT, with dual-stack IPv4/IPv6
- Run an nginx reverse proxy for 20+ services with automated wildcard TLS, plus split-horizon DNS via Pi-hole
- Manage DNS for five domains and firewall, NAT, and gateway policy on UniFi hardware

Technical Skills

Networking: TCP/IP, subnetting, IPv4/IPv6, DNS, NAT, firewall policy, segmentation, reverse proxy, TLS
Cabling & Hardware: Cat5e/6, coax, termination and testing, signal meters, UniFi, SMB routers and switches
Systems & Security: Ubuntu Server, Docker, nginx, fail2ban, patch management
Scripting: Python, Bash, SQL, Git
Languages: English, French, Spanish

Certifications

CCNA 200-301: in progress, target completion Jan 2027 (self-study with hands-on lab)
SCTE Networking: 2018

Education

B.A. French: University of Louisville