

Lukas Wilkins

Operations Center Technician

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STRENGTHS

- 👁️ **Situational Awareness**
Keenly observed real-time operations, enabling swift decision-making during high-pressure incidents.
- 👥 **Emergency Response Coordination**
Successfully orchestrated responses to simulated emergencies, ensuring smooth teamwork and communication flow.
- 🕒 **Real-time Monitoring Systems**
Efficiently monitored systems, achieving seamless transitions through multiple emergency scenarios.
- 🗣️ **Communication and Collaboration**
Facilitated ongoing teamwork among various departments, creating pathways for transparent exchanges during crises.
- 📊 **Data Analysis**
Leveraged analytical skills to assess incidents, directing strategic focus toward actionable improvements.

SKILLS

Situational Awareness	
Emergency Response Coordination	
Real-time Monitoring Systems	
Communication and Collaboration	
Data Analysis	Problem-solving

LANGUAGES

English	Native
Spanish	Proficient

SUMMARY

Detail-oriented Operations Center Technician with practical experience in monitoring real-time systems and coordinating emergency responses. Proven ability to maintain operational continuity under pressure while ensuring effective safety protocols. Skilled at collaborating with diverse teams to enhance communication and efficiency during critical events. Recognized for strong situational awareness, contributing actively to projects that elevate operational readiness. Enthusiastic about leveraging technical expertise in security operations, fostering a collaborative environment that supports swift issue resolution. Ready to apply hands-on knowledge to benefit organizational goals and drive continuous improvement.

EDUCATION

Bachelor of Science in Computer Science

University of Illinois 🎓 GPA: 3.75 📅 2026 📍 Champaign, IL

Coursework: Software Development, Network Security, Data Structures, Systems Analysis

TECHNICAL SKILLS

- **Monitoring Tools:** Video Surveillance, Access Control Systems, Alarm Monitoring Systems
- **Communication Platforms:** Slack, Microsoft Teams, Email Correspondence
- **Emergency Response Protocols:** Incident Command System, Crisis Management Framework, Disaster Recovery Procedures
- **Data Analysis Software:** Excel, Python, Tableau
- **Development Tools:** JavaScript, HTML, CSS
- **Project Management Software:** Trello, Asana, JIRA
- **Training Resources:** Simulation Software, Training Manuals, Workshop Materials
- **Documentation Standards:** SOP Creation, Protocol Documentation, Report Writing
- **Testing Techniques:** User Testing, A/B Testing, Functional Testing
- **Feedback Mechanisms:** Surveys, Peer Reviews, Performance Assessments

EXPERIENCE

Operations Center Technician

University Project 📅 January 2025 - Present 📍 Springfield, IL

Supported real-time monitoring and management of access systems for a university campus simulation project, enhancing emergency response strategies.

- Monitored real-time alerts and managed access systems for enhanced building operations during simulated emergencies.
- Collaborated with varied teams for effective disruption responses, utilizing video feeds and system data.
- Developed training scenarios focused on emergency responsiveness, increasing overall team preparedness.
- Analyzed operational procedures, leading to quicker response times in controlled environments.
- Assisted documentation efforts for operational protocols, laying groundwork for an emergency response handbook.
- Participated actively in weekly meetings to refine safety measures based on collective insights.

Security Operations Assistant

Academic Research 📅 September 2024 - December 2024 📍 Springfield, IL

Enhanced analysis of emergency response frameworks in high-pressure environments through research support and operational insights.

MY CAREER



- Evaluated security operation frameworks in intensive settings, providing actionable insights for future practice enhancements.
- Conducted comprehensive data analysis on incident reports, facilitating informed operational strategy adjustments.
- Implemented coordinated communication plans between local emergency services and campus security.
- Designed and executed mock emergency drills, improving countermeasure readiness within the team.
- Compiled findings into detailed reports aimed at optimizing stakeholder understanding of security protocols.
- Contributed educational materials focused on emergency preparedness for the student body.

Emergency Response Developer

Hackathon Project 📅 March 2024 - April 2024 📍 Springfield, IL

Worked collaboratively to create a prototype application addressing real-time emergency response coordination and situational awareness.

- Partnered in developing a prototype app integrating emergency alert systems and video feeds for improved situational oversight.
- Utilized programming proficiency to construct features enhancing the app's usability in real-world scenarios.
- Presented final application to evaluative panel, garnering recognition for potential operational impact.
- Conducted peer testing to refine functionalities based on user feedback and improve interface design.
- Engaged with industry mentors for further skill refinement and project advancement discussions.
- Created a thorough project report detailing functionalities and proposed developments for the next project phase.

LEADERSHIP & AWARDS

- Dean's List, University of Illinois (2024, 2025)
- 1st Place, Campus Coding Challenge (2024)

CERTIFICATIONS

- Certified Emergency Response Coordinator 📅 2026
- First Aid and CPR Certification 📅 2025

PROFESSIONAL AFFILIATIONS

- Member, Campus Safety Committee
- Volunteer, Local Community Emergency Response Team

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST