

Carter W. Lukes MPA, MSW

Chicago, Illinois | (630)877-2177 | carterlukes@yahoo.com

PROFESSIONAL SUMMARY

A dedicated and compassionate young professional with dual master's degrees in public administration and social work seeks to apply his current knowledge and expand his experience. A devoted professional eager to leverage academic knowledge, intern experience, and practical expertise to contribute to impactful public service and social work initiatives. Equipped with a strong foundation in policy analysis, program management, community engagement, nonprofit development and facilitation, alongside hands-on experience in social services

Website Portfolio: carterlukes.com

CORE COMPETENCIES

- 5+ years of administrative and coordinator expertise in public and other organizations
- Excellent analytical skills to assess problems, critical issues, and opportunities as they arise
- A proven fundraiser and grant writer obtaining funds for organizations of up to \$50,000
- 2 years of Key Performance Indicators (KPI) experience
- 2 years of experience using Customer Relationship Management (CRM) using ChapterBuilder and Network for Good
- 1 year of intern experience using ARC-GIS to generate a plot map
- Excellent English communication skills (Verbal and written)
- Experience planning, constructing, preparing, and presenting comprehensive oral and written reports containing policy recommendations
- Experience developing community educational presentations, issue guides, and program booklets
- Adept in handling stressful situations and meeting deadlines
- Demonstrated planning and organizational skills
- Able to meet schedules and deadlines effectively
- Organized, self-motivated, and good interpersonal skills
- 10+ years of MS Office experience in Word, Excel, and PowerPoint
- 10+ years of Google Workspace experience, including the use of Meet, Sheet, Slides, Docs, Calendar, and Drive programs
- 5 years of Canva Experience
- 3+ years of experience using MS Teams
- Academic knowledge of statistical software such as R Data Visualization Coding
- Academic Knowledge of Social Work Theoretical Perspectives in-class practice and role-playing

EDUCATION

Master of Public Administration | Master of Social Work
West Virginia University | Morgantown WV May 2024

Bachelor of Arts (BA) | Political Science with a concentration in Civic Engagement and Nonprofit Management | Minor in Jazz Studies
Eastern Illinois University, Charleston, IL Dec 2018

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PROFESSIONAL EXPERIENCE

WORK EXPERIENCE:

Search Inc. | Mount Prospect, IL

March 2025 – Present

Technology Implementation Specialist

- Oversaw deployment, implementation, and adoption of new and existing technology systems, including Microsoft 365, ADP Payroll, Makeshift timekeeping, and case management software
- Facilitated engaging trainings, both 1-on-1 and in large groups, on how to utilize various programs and their relation to specific job functions across the organization.
- Developed user-friendly guides on how to utilize tools within various programs, allowing for the efficient resolution of user questions
- Fostered a judgment-free environment, lowering barriers for workers to engage and learn new abilities.
- Developed and managed KPIs to understand how user adoption and confidence improved posted education and intervention.
- Worked with leadership to identify system requirements and tools that aligned with the goals of the organization
- Recognized opportunities for improvement in technological use and provided recommendations on solutions
- Worked closely with IT personnel to manage and distribute programs and licenses properly
- Acted as a main point of contact for questions, troubleshooting, and IT support requests

West Virginia University | Morgantown, WV

August 2021 – May 2024

Graduate Assistant for the Interfraternity Council | Chapter Management Specialist

- Directly advised the nine executive officers who comprise the governing body of all Social Interfraternity Council (IFC) organizations
- Advised various fraternity members on leadership and communication skills to assist in effective operations
- Created and facilitated curriculum for the Nolan Burch Greek Leadership Academy to roughly 30 fraternity and sorority life leaders each semester
- Implemented a program evaluation of the Nolan Burch Greek Leadership Academy to quantify and display student knowledge and skill gain
- Collaborated with the Director, Assistant Director, and other University Officials to identify areas of growth and goals within the fraternity and sorority life community
- Collaborated with Fraternity Headquarters to ensure success with semesterly fraternity expansion
- Compiled and maintained data regarding recruitment and academics and conducted cases to inform office operations

City Missions - Living Stones | Uniontown, PA

May 2023 – August 2023

Giving Associate

- Successfully co-wrote a two-year, \$50,000 grant for the organization's women's emergency homeless shelter
- Maintained a portfolio of 46 local businesses to contact and follow up regarding in-kind donations or event sponsorship
- Created a project booklet highlighting the need and program strategies to be distributed to key stakeholders
- Utilized Network for Good to analyze previous donors and current donor data
- Aided in the successful preparation and operation of the organization's largest planned giving event
- Conducted funding research through private and public foundations and compiled research in a report for a funding plan

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The Delta Chi Fraternity | Indianapolis, IN
Senior Leadership Consultant

June 2019 - May 2021

- Collaborated with directors and senior leadership to create an International Diversity Equity and Inclusion committee to assist the organization in matters related to diversity equity and inclusion
- Worked with the Chief Operating Officer to develop and implement strategies to increase alum volunteer participation and mobilization
- Facilitated education to chapter members in groups ranging from 5-100+ audience members on topics including recruitment, philanthropy, leadership, and finance
- Utilized various recruitment and sales techniques to engage with undergraduates and influence the value of the fraternal experience and used Key Performance Indicators (KPI) in reporting
- Involved with undergraduates across multiple leadership positions of current chapters to learn about goals and help improve chapter performance
- Utilized Customer Relationship Management (Chapter Builder) program throughout the recruitment process to track new member engagement

Sharing Connections | Downers Grove, IL
Assistant Warehouse Manager

May 2014 to Aug. 2016

- Directed volunteers to aid low-income and at-risk families in selecting and moving furniture
- Loaded and unloaded trucks, delivered and picked up furniture donations, organized the warehouse, ensured appropriate inventory levels, and assisted in the overall operations of the warehouse
- Received donations and screened out items that did not meet our quality standards while maintaining donor relations
- Provided leadership and worked with diverse groups of people, including long-term volunteers and community service workers

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INTERN EXPERIENCE

United Way of Monongalia and Preston Counties | Morgantown, WV

June 2022 – Dec. 2022

MSW Generalist Intern

- Communicated directly with the Chief Executive Officer and discussed several topics regarding nonprofit management and ethics
- Reviewed grant applications from local nonprofits and abided by professional privacy standards.
- Analyzed the organization's current grant application process and provided needed updates and changes
- Developed a midterm grant review procedure for currently funded organizations in concert with specific edits to the grant application process
- Discussed ethics within nonprofit management and developed a leading organization philosophy
- Conducted grant research through government opportunities, private and public foundations

Sexual Assault Counseling and Information Service | Charleston, IL

May 2018 - August 2018

Development Intern

- Coordinated with the Executive Director to develop a fundraising strategy for donations
- Cold called potential and previous donors to ask about current donations and event sponsorships
- Sent personalized emails to potential donors with information regarding events for sponsorships

Dialogue Direct | Chicago, IL

June 2017 to Aug 2017

Fundraising Intern

- Raised \$25,000 between the ASPCA and the Nature Conservancy
- Utilized Key Performance Indicators (KPI) to track own success and measure the entire company's success.
- Developed sales pitch explaining the mission, vision, and program for the represented organizations
- Generated rapport with pedestrians to build a sense of trust and understanding between myself and potential donors

Crossing Borders Music | Chicago, IL

May 2016 to Aug 2017

Volunteer Fundraising Intern

- Worked with board members to help develop strong and effective fundraising strategies for their summer fundraising campaigns and implemented an email campaign to increase donor retention
- Used the computer program ARC-GIS to generate a plot map of prior donations to help develop segmented donor campaigns