Lucas J. Cooke

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Education

Temple University – Fox School of Business — Philadelphia, PA
Bachelor of Business Administration, Major: Management Information Systems (MIS). — *May 2027*

West Chester University – College of Business and Public Management — West Chester, PA
Coursework toward Bachelor of Science, Finance (Transferred to Temple University, Fall 2025). — *Spring 2025*

Awards & Honors

- Dean's List, Fall 2024 – West Chester University

Skills

Account Management: Partner Relations, Client Onboarding, Business Development, Sales Support
Web & Digital Marketing: HTML, CSS, JavaScript, Website Development, Digital Marketing
Systems & Compliance: LIMS, KOLIMS, HIPAA, CLIA, Access Control, SOPs, Technical Documentation
Automation & Data: Google Apps Script, Process Automation, AI Automation, Spreadsheets, Databases
Operations & Logistics: Shipping, Receiving, Outbound Logistics, Specimen Coordination, Onboarding

Experience

Partner Relations Coordinator and Account Manager — May 2026 – August 2026
RSM Diagnostics Lab — *Wilmington, DE*

- Managed partner accounts and relationships for a HIPAA/CLIA-regulated diagnostics laboratory, supporting new account acquisition and existing account growth.
- Led marketing, outreach, partner engagement, business development, and sales-support efforts across the partner portfolio.
- Designed and developed the RSM Diagnostics Lab website (rsmdiagnosticslab.com), including website forms and materials in the Document Center.
- Established onboarding processes for new partner accounts, client practices, and facilities where none had previously existed.
- Built AI-assisted and Google Apps Script automations that reduced manual administrative work, supporting shipping, receiving, outbound logistics, specimen coordination, and account operations.
- Provides ongoing advisory support for partner accounts on an as-needed basis.

Systems Administrator Intern — May 2025 – August 2025
RSM Diagnostics Lab — *Wilmington, DE*

- Administered the Laboratory Information Management System (LIMS), maintaining accurate patient, laboratory, and financial records.
- Managed user accounts, permissions, and system access in accordance with HIPAA and CLIA requirements, including access controls within KOLIMS.
- Documented IT procedures and standard operating procedures (SOPs) while building and maintaining operational spreadsheets, databases, and tracking systems.

Activities & Leadership

Vanguard ETF Fall Trading Challenge — September 2026 – November 2026
Founder and Team Captain

Association for Information Systems (AIS) — August 2025 – May 2027
Member

West Chester University Investment Group — August 2023 – May 2024
Member

Certifications

- Marketing Principles Simternship Certificate, Stukent – December 2024
- HIPAA Awareness for Healthcare Providers Certificate, HIPAATraining.com – June 2025
- Bloomberg Market Concepts Certificate, Bloomberg for Education – April 2026