

Nicholas Hawthorne

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Enthusiastic, self-motivated, and on a journey of learning. Eager to solve interesting problems and open to unfamiliar solutions. Strong ability to communicate technical information to a variety of audiences thanks to a customer service background, and excels at collaborating with peers to reach shared goals.

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(206) 471-2323

Las Vegas, NV

Competencies

- Ticketing Systems (*ServiceNow, Zendesk, HPSM*)
- Microsoft Intune
- Knowledge Articles and Documentation
- Hardware Imaging and Deployment
- Active Directory
- Mobile Device Management (*AirWatch*)
- Asset Management (*CRM, AssetPanda*)
- Software Deployment (*SCCM, BigFix*)

Education

WGU Washington (Kent, WA): B.S. Software Development (2017 – 2019)

CompTIA: A+, Project+ (2018)

AXELOS: IT Information Library (ITIL) Foundations (2018)

Experience

US Foods (North Las Vegas, NV):

IT Specialist (2019 – Present)

- Share knowledge with peers to enable us all to offer consistently great support.
- Assist with technology integration efforts related to company acquisitions.
- Provide on-site support as needed for multiple locations in the area.
- Deploy and configure hardware and software, both on-site and remotely.
- Involve the right people at the right time.

Premiera Blue Cross (Mountlake Terrace, WA):

Desktop Support (2019)

- Contacted employees to schedule upgrades and migrations of operating systems and hardware.
- Imaged and prepared desktops and laptops in compliance with company standards and policies.
- Assisted at the walk-up support desk by troubleshooting laptops and other mobile devices.
- Provided deskside support and equipment setup within multiple buildings.
- Attempted to resolve every service ticket in a way that is agreeable to the submitter.
- Created a positive, consistent experience for our end users.

Comcast (Everett, WA):

Network Analyst (2016 – 2017)

- Investigated reports of degraded network quality through automated and manual testing.
- Dispatched technicians for resolving outages and other network problems.
- Acted as primary point of contact on a rotating weekly schedule.
- Coordinated to solve emergencies quickly with minimal customer and financial impact.

Previous roles: Technician Support (2015 – 2016), Customer Service (2015)