

# NICHOLAS FOURNIER LAWTON

1230 Sidney Ave

Port Orchard, WA 98367

(360) 271-5466

email: [twelve.tales@gmail.com](mailto:twelve.tales@gmail.com)

Veteran's Status: Honorably Discharged, U.S. Army, 2006-2011

## EMPLOYMENT EXPERIENCE

Seattle Cancer Care Alliance, South Lake Union, Seattle WA

*IT Support Tier II 3/2020 to 5/2020*

- Responsible for imaging laptop and desktop computers for use in various departments
- Installed and configured department specific software
- Handled calls from end users and created trouble tickets based on those calls
- Resolved trouble tickets in a timely manner
- Instrumental in bringing ticket load down to a manageable volume during the work-from-home surge at the beginning of the COVID-19 pandemic
- Served as printing subject matter expert

AT&T/DirecTV Kitsap County, WA

*Satellite TV Install Tech 8/2016 to 12/2019*

- Installation of satellite television service to residential customers
- Configure equipment for use
- Troubleshoot dysfunctional equipment and/or service
- Installation of coaxial cable, phone lines and ethernet on an as-needed basis
- Provide services that meet high level of customer satisfaction
- Consistently meet or exceed company standards by maintaining top percentages on post-visit customer surveys.
- Daily coordination with fellow employees, management and dynamic dispatch to accomplish our set goals

Prince Telecom/Wave Broadband, Kitsap County, WA.

*Broadband Installation Technician 6/2015 to 8/2016*

- Installation of broadband internet
- Residential and commercial television and telephone services
- Installation of coaxial cable from pole-to-house as well as buried cable -to-house
- Custom-made telephone and data patch cords
- Troubleshoot video, data, and telephone issues
- Met or exceeded supervisor standards
- Coordinated on a daily basis with coworkers to successfully accomplish daily tasks and to assist each other with issues that may arise.

Harrison Medical Center/Harrison Health Partners/Catholic Health Initiatives/Franciscan Medical Group/APEX Systems Kitsap County, WA.

*NETWORK PRINTER DEPLOYMENT TEAM LEAD/DHCP ADMIN/PRINT SERVER ADMIN 02/2013 to 6/2015*

- Installation and configuration of Ricoh, Dell and HP printer systems as well as multi-function devices
- Software installation and configuration for use by physician and nursing staff
- Perform post-image checks and configurations on PCs
- Perform cabling and switch patching duties associated with the installation of printers and multi-functional devices
- Prepare configuration change reports for distribution to network/server and back-end software teams associated with printer and multi-function device installs
- Coordinate with network/server, back-end software, low voltage wiring, facilities and Ricoh teams to facilitate printer and multi-function device installation
- Communicate intended changes and new processes to nursing staff and management at installation sites
- Serve as subject matter expert for any questions associated with the intended changes
- Break down and prepare clinical computer equipment for transport to new facilities
- Supervise a team in the performance of the above duties in a region-wide scope
- Successful installation of over 1200 networked printers in an 18 month timeline up to and exceeding standards set by the Catholic Health Initiatives and the Ricoh National Service team
- Daily coordination with multiple teams and departments to lead a team of up to three other individuals in the performance of our assigned duties.

Air Defense Artillery Battalion, HHB, Communications Relay Group, Camp Carroll, South Korea.

*NETWORK SWITCHING SYSTEMS OPERATOR/MAINTAINER, 25F, E-4 06/2006 to 04/2011*

- Served as the subject matter expert for immediate resolution of technical issues with personal computers and Windows-based systems
- Performed troubleshooting and testing of electronic systems to the component level
- Carry out necessary repairs and part replacements
- Instrumental in the transition from Windows XP to Windows Vista as the standard Operating System on military computers at 170th MP CO while stationed at Ft. Lewis-McChord
- Served as interim IMO (Information Management Officer) and IASO (Information Assurance Security Officer) while stationed at Ft. Lewis-McChord
- Installed various components of the Microsoft Office Suite of programs; Installed and/or replaced various laptop computer parts (Hard Drive, Memory, etc.)
- Installed, configured and supported many other individual components of the system image (Symantec Endpoint Protection, McAfee Enterprise, etc.)

## EDUCATION

Olympic College BremertonWA

*Associate's Degree, Currently pursuing Bachelor's Degree*

- Technical Writing, IT Project Management, CCNA full curriculum, CCNAS, Microsoft Networking full curriculum, Network Security partial curriculum
- Dean's List 3 semesters
- Private tutor in Mathematics, Information Systems, Microsoft Office

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## Professional References

### **Chris Phillips**

Immediate Supervisor Seattle Cancer Care

206-307-6140

### **Marty Johnson**

Immediate Supervisor AT&T/directv

425-835-9268

### **Rob Ludy**

Immediate Supervisor Prince Telecom

360-535-4666

### **Carol LaCroix**

Manager, Managed Printing Services for Ricoh/ Harrison Medical Center/Harrison Health Partners/Catholic Health Initiatives/Franciscan Medical Group

253-552-4163

### **SSGT Jose Rosario**

Platoon Sergeant Air Defense Artillery Battalion, HHB, Communications Relay Group,

719-493-4956