

JOSEPH LAWTON

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Information Technology Technician

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SUMMARY OF QUALIFICATIONS

- 6 years as an I.T. technician for a managed services provider, supporting small and mid-sized businesses throughout Wisconsin and Illinois.
- Strong ability to familiarize and acclimate to new technology, software, and network environments.
- Outstanding customer/client focus. Understanding what the customer requires and finding the best resolution for their needs.
- Reputation for thoroughly researched and implemented solutions.
- Excellent communication skills and ability to teach and explain technical concepts to non-technical people.

PROFESSIONAL EXPERIENCE

2010 – 2016 I.T. Technician, Remote Operations Company, Green Bay, WI

- Streamlined client networks, providing high-level solutions to existing network complications and problems.
- Resolved incoming help desk tickets in a timely fashion, including prioritizing work, gathering information from end users, research, troubleshooting, and resolution.
- Took on escalated tickets and provided remediation to clients as needed.
- Worked with upper management to define company-wide processes for ticket flow, network documentation, client audits, project work, and client communication.
- Performed regular audits of client networks, providing recommendations for improvement.
- Provided proactive services, monitored and maintained client backups, patching, anti-virus, web and email filtering.

2009 – 2010 Assistant Team Lead, APAC Customer Service, Green Bay, WI

- Helped develop and implement training for chat desk customer service representatives for client's website.
- Reviewed and tested website bug reports, working with site developers to resolve bugs for major online travel website.
- Assisted Team Lead with management of a team of 15 customer service representatives.
- Provided resolution for escalated cases, providing win-win solutions in accordance with client's remediation guidelines.

2007 – 2009 Customer Service Representative, APAC Customer Service, Green Bay, WI

- Consistently achieved highest performance rating, meeting or exceeding all measured metrics for my position.
- Worked closely with new customers to educate and assist them with using our client's "closed model" online travel website.
- As part of our Research Team, investigated and provided customers with service/solutions for extreme situations falling outside of normal guidelines.

2002 – 2006 Claims Adjuster, Humana Inc., DePere, WI

- Acted as a company representative providing input and recommendations to 3rd party software developers who were creating a new line of business application for us.

EDUCATION

Associate Degree, IT – Network Specialist, 2011

Northeast Wisconsin Technical College, Green Bay, WI

Bachelor of Science (B.S.) – Computer Science, 2001

Northern Michigan University, Marquette, MI

TECHNICAL SKILLS

- **Hardware:** Desktops, laptops, tablets, hybrid devices, smartphones, rack-mounted and standalone servers.
- **Operating Systems:** Windows XP, 7, 8, 8.1, 10, Server 2003, 2008, 2008 R2, 2012, OSX, IOS (apple), Android, Linux desktop (Ubuntu), and Linux server (CentOS)
- **Switching:** Cisco and HP switches, managed and unmanaged, VLANs
- **Firewalling:** Cisco ASA 5505 and 5506-X, Fortigate, Sonicwall, Microsoft Threat Management Gateway
- **Routing:** Cisco business routers, most commercial grade routers
- **VPN Solutions:** Cisco IPSec, Cisco AnyConnect, Corente, Windows VPN, OpenVPN
- **Wireless:** Cisco and Linksys wireless access points, Ubiquity UniFi, configuring isolated guest networks.
- **Windows Administration:** Exchange 2003, 2007, 2010, 2013, SQL Server 2005, 2008, 2012, 2014, Active Directory, DNS, DHCP, File and Print services.
- **Backup Solutions:** Acronis, UniTrends, Datto, Windows Backup, Symantec Backup Exec
- **Cloud Solutions:** Office 365 and Gmail Business
- **Scripting:** Bash, Windows batch files, VBS
- **Email/Web Filtering:** OpenDNS, GFI Mail Filter, Mail Foundry, Postini
- **Project Management:** Progress Reporting, Project Facilitation, Resource Planning, Scoping, Budget Management, Timeline Management, Problem Solving
- **Technical Writing:** Documentation Creation, Technical Documentation, Job Aide Creation
- **IT Management/Ticketing Systems:** Kaseya, ConnectWise