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# NICK LANCASTER

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## OBJECTIVE

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To obtain a Full time position with your company.

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## SKILLS

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- CNC Operator
  - Wire EDM Programming, MasterCAM
  - Solidworks proficient
  - Detail-oriented
  - Focused
  - Part inspection
  - Patient
  - Self-starter
  - Anti-virus solutions
  - Customer service
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## WORK HISTORY

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### **EDM Operator, 09/05/18 to Present.**

#### **qpd (Turk MFG). – Hillsboro Oregon**

- Setup and daily operation of Sodick Wire EDM machines.
- Programming for new parts, using MasterCAM.
- Reduced cycle time on EDM on average 50% thru manual program optimizations.
- Reduced EDM wire alignment times and inaccuracies thru custom wire alignment program.
- Create and design fixturing for new parts, using Solidworks.
- Basic maintenance of Wire EDM machines.
- On the fly programming of simple chop operations for tool rework.
- Creation and rework of process drawings using Solidworks.
- Operation under minimal supervision of Mori Seiki lathes, CL-253, CL-150, on proven programs.
- Work and tool offset adjustments while running above lathes, including insert changes.
- Running Haas VF-3 mills with minimal supervision, on proven programs.
- Ran several DMG Mori Mills, with a bit more supervision, on proven programs.
- Part inspection and documentation, using manual and optical inspection tools.
- Cleaning of parts to procedure.
- Deburr and polish of parts to procedure.

### **Senior Advisor, 08/2014 to 5/2018**

#### **Apple – Cupertino, CA**

- Resolved technical support issues for Apple hardware and software.
- Effectively managed a high-volume of inbound and outbound customer calls.
- Addressed and resolved customer complaints empathetically and professionally.
- Defused volatile customer situations calmly and courteously.
- Accurately documented, researched and resolved customer issues.
- Managed customer calls effectively and efficiently in a complex, fast-paced and challenging call center environment.
- Referred unresolved customer grievances to designated departments for further investigation.
- Managed high call volume with tact and professionalism.
- Acted professionally and patiently when addressing negative customer feedback.

### **Solutions Engineer, 08/2012 to 5/2014**

#### **Support.com – Redwood City, CA**

- Resolved virus and malware issues with a 95% success rate.
- Resolved computer software, printing, installation, email and operating systems issues.
- Effectively managed a high-volume of inbound and outbound customer calls.
- Addressed and resolved customer complaints empathetically and professionally.
- Defused volatile customer situations calmly and courteously.
- Accurately documented, researched and resolved customer issues.
- Managed customer calls effectively and efficiently in a complex, fast-paced and challenging call center environment.
- Referred unresolved customer grievances to designated departments for further investigation.
- Managed high call volume with tact and professionalism.
- Acted professionally and patiently when addressing negative customer feedback.
- Met or exceeded service and quality standards every review period.

**Owner, Lead Technician, 01/2009 to 01/2012**

**Oregon PC – Clackamas, OR**

- Resolved computer hardware and software, printing, installation, email and operating systems issues.
- Repaired and replaced hardware, including all desktop, laptop, and server hardware.
- Installed system software, including Windows and Linux.
- Ordered necessary supplies and parts to repair malfunctioning hardware.
- Completed all cleaning, stocking and organizing tasks in store.
- Built relationships with customers to increase likelihood of repeat business.
- Responded to customer questions and requests in a prompt and efficient manner.
- Greeted customers in a timely fashion while quickly determining their needs.

**Lead Technician, 11/2006 to 07/2008**

**PC CLUB – Tigard, OR**

- Repaired and replaced hardware, including cpus, motherboards, hard drives, memory, and all components of any pc based system, including laptops.
- Installed system software, including Windows and Linux.
- Ordered necessary supplies and parts to repair malfunctioning hardware.
- Restored data, operating systems, files, documents and drivers.
- Set up and configured hardware and software on company equipment.
- Resolved virus and malware issues with a 90% success rate.

**Lead Technician, 01/2006 to 11/2006**

**Reliable Computer Service – Keizer, OR**

- Oversaw inventory and office supply purchases.
- Negotiated pricing with vendors regarding wholesale billing and marketing procedures.
- Resolved computer hardware and software, printing, installation, email and operating systems issues.
- Installed system software, including Windows and Linux.
- Ordered necessary supplies and parts to repair malfunctioning hardware.
- Accurately logged all daily shipping and receiving orders.

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## EDUCATION

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**High School Diploma: 1997**

**Tigard High School - Tigard, OR**

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## ADDITIONAL INFORMATION

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- Interests Building Custom Computers, Helping people in online forums, Fixing Cars, Reading, Computer Games, 3D Printing, and CNC router work.