

BAYLOR PATE

Member Service Associate

Haltom City, TX

Baylorpate@gmail.com

682-250-9442

Authorized to work in the US for any employer



WORK EXPERIENCE

Member Service Associate

Sam's Club - Grapevine, TX
March 2017 to December 2019

Sam's Club – Grapevine, TX
Member Associate
Pushed carts
Helped members with loads
Ensure quality member service

Cabin Cleaner

International Wide Body - Irving, TX
March 2016 to 2017

Cleaned airplanes, and perform security checks.

Help Desk Associate

Lennox International - Dallas, TX
October 2015 to December 2015

- Worked with Service now helping users with printing issues, mobile device issues, and Davenet issues.
- Helped troubleshoot basic ISO layer issues.
- Did SAP troubleshooting.
- Installed programs, and did basic configuration of multiple many programs like Adobe Acrobat pro, and Microsoft Visio.
- Did browser troubleshooting, and other issues.

Sales Associate

LA Fitness - Euless, TX
July 2015 to October 2015

- Gave tours of the fitness center
- Gave sales pitch, and payment plans
- Signed members up for the gym

Help Desk Associate

CompuCom - Dallas, TX
May 2015 to June 2015

- Worked with service now generating tickets for users over chat
- Troubleshooting Cisco Jabber
- Generated password resets for SSOs
- Fixed programs that freeze up
- Helped users gain access to new programs as well as helped them generate report with help desk
- Set up new phones with registration/email. Troubleshot existing issues with MobileIron
- Fixed issues with browsers
- Troubleshot other issues, and learned from experience where to escalate these issues

Asset Management

Samsung - Richardson, TX

March 2015 to April 2015

- Scanned incoming assets, and made tacking data sheets in excel for stocking.
- Scrapped old materials, and documented it.
- Packed laptops, desktops, and other work materials for new hires, and other employees. Labeled them, and shipped them out to the correct locations.
- Swapped out old hard drives on newer laptops, and documented the old hard drives.

Help Desk Analyst

CompuCom - Dallas, TX

February 2015 to February 2015

- Have had service desk training.
- Learned priority management SLA times, and procedures.
- Inventoried, documented, and wiped with IBM floppies laptops, workstations, and helped pixie boot them.
- Set up workstations, Cisco phones/ Avaya phones, had to troubleshoot switch ports from the switch room, and troubleshot various user issues.
- Learned mail room policies, for equipment pickup.
- Did basic troubleshooting for network TCP/IP layer activities of a few layers of the OSI model (CCNA experience).
- Experience with remote desktop programs off of lync.

On site migration technician

Pro4ia & Rouse Properties HQ - Irving, TX

January 2015 to January 2015

- I've troubleshot The Box issues, and helped with a few Outlook issues.
- Backed up work information using Windows 7 migration tools by backing up all information to USB drives. I then reformatted the computers with premade company batch scripts, and then restored the users' files.
- Installed workstations/laptops the many needed programs, and set up the users their account information for migrations. Set up office 360 accounts, web browsers, Outlook, and restored the previous user settings.
- On call bridge experience, and orders taken as directed.
- Experience with the Rouse portal and setting up Kerberos logins for csc through the service desk. Made service desk tickets for anything else that the users needed on site, and followed up with them as directed.
- Experience setting up iPhones, and a Blackberry for company procedures of security if lost, or stolen, whilst keeping Outlook functioning on company phones
- Experience with active directory user permissions, adding them, and applying functioning security mechanisms.
- Did basic troubleshooting for network TCP/IP layer activities of a few layers of the OSI model (CCNA experience).
- Experience with setting up Lync

Technician

Suddath - Dallas, TX

September 2014 to December 2014

Disassembled, and installed workstations at the WFAA news 8 building (including Joe Trahan, and Ted Madden's stations)

Technician

Move Solutions Ltd - Dallas, TX

September 2014 to December 2014

Disassembled computer workstations, and rebuilt the workstations on different floors. Basic rack, and server installation.

Service Delivery Technician

Randstad - Lewisville, TX

February 2014 to April 2014

- Worked for Presidio doing phones, emails, and alerts for their NOC team (before their upgrade). The phone calls entailed taking possible P1 emergency total network down from million dollar company of which I always forwarded this calls in a timely manner to an engineer, or contacted one to get it fixed quickly.
- There were also other p2-4 emergencies that we handled that would entail anything from needing an increase on data store space contained on the Esxi host to routers being shut down on links.
- False alerts always had to be verified or real attack alerts about a computer on the network.
- Experience contacting AT&T very frequently to get their end of the T1 links fixed, and email us back, or to order new parts, and do RMAs.
- Worked with Onenote, VSphere, Kerberos logins/ticketing, Remedy and service now ticketing systems.

Technician

Tech Team LLC

September 2013 to December 2013

Disassembled computer workstations, and rebuilt the workstations on different floors.

Desktop Support Analyst

Richemont - Grand Prairie, TX

June 2013 to November 2013

- Set up entire workstations for new hires, current employees, and helped plan the arrival of them. Additionally set up entire port maps to the workstations, printers, and copiers.
- Achieved inventory of incoming, expiring, and outgoing equipment as well as making sure PC/Laptops were on the network every day at work with consistent ping tests.
- Helped the transfer, and setup of laptops/PCs between facilities.
- Used Pixie Boot to reimage the laptops, and PCs in case of lockups, or just needing a refresh.
- Set up an entire documented map of the facilities with workstations, employee names, and equipment (printers, computers, and other supplies) using excel.
- Performed set up over twenty five WAP devices on the network to be imaged remotely for the network team.
- Unplugged network cables that were unnecessary on the switches, and were marked to be removed from service, and then ordered the different cables in length for more organization.
- Helped re-order any RMAs on equipment with dell, and pick up the right parts to be ordered, and arrange a meeting time.
- Followed in taking out dysfunctional equipment to the warehouse which entailed taking out hard drives for the company data removal security process.
- Fixed battery problems on laptops and helped fill ink in printers as well as troubleshoot installing new Cannons with scanners, and such.
- Helped troubleshoot networked TVs, and cable manage the outer image of them, and printer areas.
- Expedited the process of installing new software to the inventory scanners for devices in vault areas, and configuring them with a guided process under supervision as well as assured they worked in the field.
- Worked with the service now ticketing system over many user issues for parts replacements, and ordering, as well as following up with Dell.
- Fixed other printer issues such as setting up fax, printing to workstations, changing special ink types, and refilling paper.
- Did basic troubleshooting for network TCP/IP layer activities of a few layers of the OSI model (CCNA experience).

Technician

Move Solutions Ltd - Dallas, TX
September 2013 to September 2013

Disassembled computer workstations, and rebuilt the workstations on different floors. Basic rack and server installation.

Data Entry Assistant

Goodman Networks - Plano, TX
July 2012 to July 2012

- Have worked as a team member, and independently under supervision by the leadership board.
- Performed data entry using Excel, and uploaded important documentation to key locations in the landscaping areas to be built upon.



EDUCATION

Associates of information technology security in Network Security

Tarrant County College - Hurst, TX
2012 to 2017

Diploma

L.D. Bell High School - Hurst, TX
2010 to 2012



SKILLS

- **Vmware**
- **Excel**
- **Powerpoint**
- **Microsoft word**
- **Word**
- **Wiring**
- **Maintenance**



ADDITIONAL INFORMATION

AREAS OF EXPERTISE

Thorough knowledge of computer maintenance, wisdom of network wiring, and maintenance Working knowledge of Excel, Microsoft word, and PowerPoint. Practicing experience of Microsoft server 2012 standard, and VMware workstation.