

# Colt Baldridge

(936)-443-2639

| coltbaldridge@gmail.com

## Education

B.B.A. – Management Information Systems  
Sam Houston State University

August 2017

## Experience

Help Desk Technician (06/2020 – 08/2020) – Trueway IT, Willis, TX

- **Manage and Troubleshoot hardware, software, and VOIP** technical issues through over-the-phone and on-site support.
- **Collaborate** with support team to **reduce ticket backlog by 80%**.
- **Build rapport** with clients through empathetic customer service and **post-service training**.
- **Maintain detailed documentation** within ticketing system conducive to client understanding.
- Coordinate with Project Management to **develop strategies for implementing initiatives**.
- **Quickly learn VOIP technologies** within the first several weeks of employment.

Production Manager (07/2017 – Present) – Nehemiah Services, Willis, TX

- **Oversee production** of crating materials for supplying the Houston area machining industry.
- **Optimize operational efficiency** to reduce lead times.

Data Analyst (09/2018 – 10/2018) – Jean Simpson Personnel Services, Longview, TX

- **Perform data mining and analysis**, build relational databases, and construct reports to assist a natural gas midstream owner/operator with overall development and management of facility integrity inspection data in support of OSHA 1910.119.

Barista (10/2017 – 03/2018, 01/2020 - Present) – Starbucks, Conroe & Spring, TX

- **Connect with customers** by listening to their needs and fulfilling requests to ensure excellent experiences.
- **Coordinate with partners** in performing store operations in a variety of positions and duties, including preparing orders, recording sales, restocking supplies, cleaning environment, and waste disposal.

Help Desk Technician (10/2015 – 06/2016) – Sam Houston State University, The Woodlands, TX

- Provide desktop and technical support services and resolve computer and handheld device issues in the Information Technology Department.
- **Document solutions** within Cherwell Software ticketing system.
- **Identify and evaluate** customer needs for effective and efficient problem resolution.

## Skills

- |  |   |
|--|---|
| • Python, Java, HTML, CSS, JavaScript, SQL | • Active Directory                      |
| • Object-Oriented Programming              | • Free PBX, SuiteCRM, Freshdesk         |
| • Windows Command Line, Linux terminal     | • Microsoft Word, Excel, and PowerPoint |
| • Adobe Photoshop, Premiere Pro, Audition  | • Google Docs, Sheets                   |