**Micheal Payne**

Vancouver, Washington

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**Desktop Support**

*Intermediate technical knowledge with aptitude for quickly learning new skills.*

* **Superior Customer Service;** accurately assessing customer needs while monitoring costs.
* **Thorough and concise**; able to correctly analyze and troubleshoot situations while explaining this in plain language to the customer.

**Core Competencies:**

|  |  |
| --- | --- |
| * + Imaging machines and bootable USB   + Windows AD Maintenance   + Voice Systems | * + Problem Resolution / Troubleshooting   + VPN   + Dameware |

**Experience**

**Help Desk Specialist**, USBank Contractor**,** Portland, OR12/2019 – Present

*Key Achievements:*

* **Troubleshooted** Hardware and software issues amongst a wide variety of devices and software (4000+ applications).
* **Maintained Windows AD** accounts, helping users (80000+ employees) stay up to date and secure
* **Aided Users with VPN** (pulse Secure) setup and use. Kept accounts current.
* **Top performing** contractor at USBank within 4 months (#1 in productivity)

**Smart Home Professional**, **Vivint Smart Home**, McKinney, Texas 1/2016 – 11/2019

*Key Achievements:*

* **Install** Home & Commercial Security Systems with a wide variety of components.
* **Follow-up**, Communicate, and Train users on new equipment.
* **Mentor** and train new technicians.
* **Receive**, organize, distribute, and track inventory with **0.0% loss.**
* **Ranked** one of the top 10 Vivint technicians for 3 consecutive quarters.
* **Extremely efficient** at troubleshooting and resolving system errors.

**Call Center Representative**, **Survey Sampling International,** Rexburg, Idaho10/2015 – 12/2015

*Key Achievements:*

* **Interviewed** customers in a non-biased fashion and provided accurate Intel to client(s).

**Smart Home Sales** Representative, Vivint **Smart Home,** Tucson, AZ **7**/2015 – 9/2015

*Key Achievements:*

* **Recommended** services to customers based on their needs and preferences.
* **Negotiated** price, terms of service, and service agreements.

**Mission Trip Leader**, **LDS Mission,** East Coast, USA7/2013 – 7/2015

*Key Achievements:*

* Operated and managed Genealogy Computer Center.
* Imaged, moved, added, and changed computers, printers, and peripherals.
* Installed & configured company software.
* Pulled wire runs throughout the facility, and Installed access points.

**Certifications and Licenses**

* **Electrical Trainee**

March 2019 to March 2021

Issuer: Washington State Department of Labor & Industries

Credential ID: PAYNEMR816D8

* **Private Security Registration**

April 2017 to April 2019

Issuer: Texas Department of Public Safety

Credential ID: 00336725

* **Alarm Systems Agent**

November 2015 to November 2018

* **Texas Residential Fire Alarm Technician**

July 2017 to July 2018

Issuer: Texas Department of Insurance

Credential ID: #RAL-2195657

* **Air Conditioning and Refrigeration Technician**

April 2017 to April 2018

Issuer: Texas Department of Licensing & Regulation

Credential ID: 79872

Issuer: Arizona State Board of Technical Registration

Credential ID: 63234

**Education**

* Some College in **Computer Science**

**BYU-I**

2015 to 2016

* Some College in **Chemical Engineering**

**BYU-I**

2012 to 2013

* High school or equivalent

**Century High School** - Hillsboro, OR