

Blake E. Tate

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TierPoint – Breiningsville, PA

Operations Technician 2

May 2024 – Present

- Install, patch, and configure enterprise IT infrastructure, including servers, networking hardware, and internal systems to maintain operational uptime.
- Lead implementation and maintenance of Building Management Systems (BMS) including Ignition, Niagara, and Kepware, ensuring accurate monitoring and control across facilities.
- Provision colocation environments ranging from low- to high-density deployments, supporting new client onboarding and expansions.
- Configure and manage cross-connects to MMRs for new client connectivity.
- Drive team development by leading technical training sessions and creating standardized process documentation to improve operational consistency.
- Deploy and manage virtual servers within TierPoint's private cloud environment, supporting internal and client workloads.
- Utilized Pinnacle and Exacvision security systems to monitor surveillance footage, detect incidents, and support overall site safety operations.

Operations Technician 1

February 2021 – December 2021 | June 2022 – May 2024

- Supported hardware lifecycle management by coordinating installation, maintenance, and decommissioning of IT assets.
- Developed and maintained internal knowledgebase and training materials to improve team efficiency and onboarding.
- Coordinated technical tasks and client requests using ServiceNow, ensuring timely resolution and communication.
- Maintained accurate asset tracking using internal systems as the single source of truth for all facility devices.
- Coordinated and completed rack and stacks for internal and client equipment.

Nike – Bethlehem, PA

Deskside Technician 1

December 2021 – June 2022

- Delivered end-user support for hardware and software issues across a high-volume logistics environment.
- Deployed and monitored endpoint detection and response (EDR) solutions to maintain system security.
- Troubleshoot and resolved issues related to site robotics and automation systems to minimize operational downtime.

Penske – Bethlehem, PA

Customer Service Representative

November 2019 – February 2021

- Performed system updates and maintenance on Windows-based computers and tablets used in daily operations.
- Submitted and tracked hardware repair tickets through JIRA, coordinating with internal IT teams for resolution.
- Conducted basic maintenance and support for rental fleet vehicles, ensuring readiness and reliability.

Notable Projects

TierPoint – Disaster Recovery Migration

September 2023 – November 2023

- Led large-scale migration of disaster recovery infrastructure to a new on-site facility.
- Coordinated relocation and deployment of 200 PCs, 500 monitors, 10 switches, 20 fiber connections, and multiple patch panels.
- Ensured minimal downtime and maintained system integrity throughout the transition.

HPC/AI Hyperscaler – 18MW Data Center Build

January 2023 – July 2023

- Prepared data center space for construction, including demolition readiness and quality control validation per cabinet.
- Installed and configured network equipment for environmental monitoring systems.
- Deployed and validated temperature probes to ensure accurate environmental tracking across infrastructure.

TierPoint – BMS Rebuild

January 2024 – March 2024

- Executed full rebuild of BMS platform, including migration of Ignition licensing and deployment of Ignition 8.1.
- Rediscovered, configured, and tested over 60,000 monitoring points across multiple facilities.
- Implemented updated graphical interfaces and alarm systems to enhance visibility and operational response.