

Thad Baker

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Targeting Helpdesk and Computer Support Positions

- Experienced help desk analyst offering a strong academic background in IT combined with excellent customer service.
- Quick learner; equally successful in both team and self-directed settings; and proficient in a range of computer systems, tools, and problem-solving methodologies.
- Theoretical training combined with years of wide-ranging practical experience in hardware, software, user mentoring, support, and computer training.

EDUCATION

BAKER COLLEGE, Jackson, MI

June 2014

Associate of Applied Science in Information Technology: IT Support Specialist

- Program courses focused on providing service and support for software applications configuration, training of users, maintenance of information, and communication processes between a company's back-end network administrators and middle to front-line employees and customers.

TECHNOLOGY SUMMARY

- Systems:** Windows XP/7/8/Vista/10, MacOS, iOS, Android OS, Chrome OS, Microsoft Windows Server 2003/2008 r2
- Databases:** Access
- Software:** Novell, Groupwise, Zenworks, Airwatch Mobile Device Management, Remedy 8.1, MyIT Self-Service, BMC Client Management 12, Citrix Desktop Director 2.1 & 7.6, Gemalto IDProve O.T.P., Avaya One-X Agent, Shoretel, Microsoft Active Directory, MS Office, Cisco Meraki, OpenVPN
- Hardware:** PC configuration, PC repair, Backups, Printer installation and support

IT EXPERIENCE

VIKING GROUP, INC.
Hastings, MI

PC Support Specialist
May 2016-May 2019

Provided support to over 40 locations in the US, Canada and Asia. Configured new and existing laptops and desktops for deployment throughout the company. Maintained inventory, including assets and software licenses. Documented hardware and software installs. Assisted and performed as second level support to requests from helpdesk or users. Tracked issues within helpdesk ticketing system. Provided one on one orientation with new hires on laptops and desktops. Coordinated support and purchasing activations with outside vendors. Resolved technical issues with hardware problems, LAN connectivity and software applications. Researched issues on various computer systems and software to resolve and outline a solution. Deployment of Windows 10 and Office 365 throughout the company.

Key Contributions:

- Created video and install guide to enable 200 plus users in all location to complete a mechanical hard drive to a Solid-State Drive upgrade with minimal downtime.
- Maintained composure and patience in face of difficult customer situations.

IT EXPERIENCE

JACKSON NATIONAL LIFE (Kelly Services), Lansing, MI

**Service Desk Analyst
Aug 2015-Feb 2016**

Handled technical troubleshooting within a corporate environment, including system crashes, slow-downs and data recoveries. Performed over the phone analysis, diagnosis and resolution of basic desktop problems. Engaged and tracked issues, with responsibility for the timely documentation, escalation (if appropriate), resolution and closure of trouble tickets. Troubleshoot iPhone issues, performed password resets, and provided support for work at home users with connection issues, virtual desktop, Avaya One-X Agent and other work-related issues.

Key Contributions:

- Was consistently a top 5 performing analyst among a 28 analyst department.
- Handled 40+ technical calls daily and consistently met high service standards.

BAKER COMPUTER CONSULTING, LLC Eaton Rapids, MI

**Owner
Feb 2003-May 2016**

Computer consultant for home users with software and hardware issues. Duties include building, configuring, and repairing computers. Provide customer service assistance with software installation, expunging viruses, and imaging hard drives. Provide support with operating systems, including Apple OS X, iOS, Android OS, Chrome OS, Windows OS. Design and maintain commercial web sites. Computer mentoring, consulting, and user encouragement offered.

SPARTON ELECTRONICS Jackson, MI

**Computer Support Specialist
Oct 1999-Feb 2003**

Provided Novell and Microsoft NT network server support to clients. Operator of Corporate helpdesk for approximately 750 users. Configured and supported NEC PBX 2000 IPS phone system. Serviced software and hardware for plant PC's. Installed network wiring & phone cabling for manufacturing floor and offices. Installed and repaired departmental printers & associated equipment.

Key Contributions:

- Administered and maintained the NEC PBX 2000 IPS phone system, it's 300 phones and an integrated voicemail system.
- Maintained up to 200 computers and all of their peripherals; including, but not limited to, software, hardware, and/or electrical issues.

OTHER EXPERIENCE

MR. M's PIZZA & GRINDERS Eaton Rapids, MI

**Manager
Feb 2003-May 2015**

Supervised 8 employees. Oversaw daily restaurant operations, including cash handling and inventory. Ordered supplies and performed cost accounting. Configured employee timecards for accounting. Hired and terminated staff as needed. Led with a hands-on management style and was responsible to cover any position within the restaurant.

Key Contributions:

- Obtained and maintained certification from the National Registry of Food Safety Professionals.

AVAILABLE FOR RELOCATION & TRAVEL
