

Thad Baker

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Targeting Help-Desk 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, Apple OS, iOS, Android OS, Chrome OS, Microsoft Windows Server 2003/2008 r2, Linux/Unix

Databases: Access, MySQL

Software: 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, XMatters Alert Management and Mobility Solutions, Microsoft Active Directory, iSeries CL and File Design, MS Office

Hardware: PC configuration, PC repair, Backups, Printer installation and support

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/iPad 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.

IT EXPERIENCE

BAKER COMPUTER CONSULTING, LLC
Eaton Rapids, MI

Owner
Feb 2003-Aug 2015

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 help-desk for approximately 750 users (rotation schedule). 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. Calculated employee time cards for accounting, along with weekly work schedules. 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.

VOLUNTEER WORK

EATON COMMUNITY PALLIATIVE CARE

Charlotte, MI

- Help prepare and set up for annual hospice auction dinner and fundraiser.
- Assist in Director's office as needed. Help resolve computer issues within the organization.
- Other duties as needed in or around hospices houses.

AVAILABLE FOR RELOCATION & TRAVEL
