

Tracy L. Baker

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Throughout the past 20+ years, I have worked with various individuals, companies, and institutions in the capacities of computer/networking technician as well as instructor.

Some of my recent clients include Sylvan Learning Centers and Berg Senior Services LLC (which operate a number of assisted living facilities). I have also worked with various government agencies in the past.

I am a very technically-oriented person who thrives on challenges. When something breaks, or goes wrong, I very much enjoy finding out *why* the situation occurred to keep it from happening again. By doing this, I have increased the uptime and reliability of every system on which I have worked.

When I was in the U.S. Navy, I spent about a year and a half being trained on *how* to troubleshoot problems in the most effective manner. With this training, I am able to resolve issues and perform repairs very quickly. When I do find something about which I am not familiar, I make it a point to find the solutions so the problem can be resolved.

Finally, I am a person who strives to make the end user happy. I do this by making certain that I am on time for appointments, doing things right the first time, being very professional, and explaining to the end user what I'm doing and how they can prevent their problem from occurring again.

Sincerely,

Tracy L Baker