

Tracy L Baker

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OBJECTIVE

As an extremely detail-oriented technician who focuses on getting the job done correctly the first time, I am seeking a position in IT support.

TECHNICAL EXPERTISE SUMMARY

Hardware: Routers, hubs, switches, firewalls, wireless devices, PCs and peripherals, internet capable devices

Software: MS Word / Excel / Outlook, extensive array of popular Windows applications, e.g.: antivirus, e-mail, backup, web browsers

Operating Systems: Windows 95, 98, 2000, XP, Vista, 7, NT, Server 2000, Server 2003

ACCOMPLISHMENTS

- Increase "uptime" for networks and computer systems. Efficiently troubleshoot hardware, software, operating system, and network problems to successful resolution.
- Design and install large area wireless networks.
- Administer Windows Server and e-mail
- Integrate diverse systems and hardware into a unified network architecture.

PROFESSIONAL EXPERIENCE

Independent IT Consultant 11/09 — Present, San Francisco Bay Area and Maricopa County

Information Systems Manager 12/00 — 11/09, Hidden Connections, Inc., Alameda, CA

Lead IT Technician 2/96 — 11/00, Alameda Business Machines, Alameda, CA

Adult School Instructor, computer classes 2 years, Alameda and Pleasanton, CA

Electronics Technician 3 years, United States Navy

EDUCATION

San Jacinto College — Pasadena, TX General education with an emphasis in Computer Sciences

TRAINING

United States Navy - Basic Electronics and Electricity, Electronics Technician "A", and Electronics Technician "C" Schools

CERTIFICATIONS

Elan University S6 and Z Series Systems

Universal Remote Control Advanced Automator

VOLUNTEER WORK

Castro Valley Branch Public Library, CA – taught "Computer Guts" class to children and young adults; designed to introduce them to computer hardware and how computers work.