**Pete Baker** [**https://www.linkedin.com/in/peter-baker-653a9922**](https://www.linkedin.com/in/peter-baker-653a9922)

[**petefbaker@gmail.com**](mailto:petefbaker@gmail.com)

**(253)226-6006**

**Information Technology Communication Specialist**

Dedicated results-driven IT professional that has found success in collaboration as well as self-based projects. Hands on experience developing and maintaining new hire and ongoing training. Strong background of incident management, technical support across multiple engagement processes as well as internal and external communication. Outstanding team and project leadership with metric proven success in regards to management, motivating and guiding team members.

**Areas of expertise**

* Internal and external communication
* Training development
* Team and project leadership
* Hardware/software installation/troubleshooting
* Incident management

**Proficiencies**

* Windows and Windows Server
* Active Directory
* Microsoft Office Suite

**Professional Experience**

**Microsoft,** Redmond, WA

**Incident/Communications Manager (Azure),** 2017-2020

Recruited to assist in communicating Azure outages, scheduled maintenance and information via customer portals, service health dashboard and social media. Discovered an opportunity to redesign new hire and platform training which resulted in a 27% increase in achieved SLA across the team. Developed a social communication knowledge base to increase proficiency and time to respond. Met livesite communication SLA 94% and social communication SLA 97% of the time. Was responsible for managing incident bridges and coordinating multiple workflows across all Azure platforms.

**Software Development Engineer in Test (Powershell/System Center),** 2016-2017

Created functions and unit tests from PInvokes and Windows functions for utilization across 59 Linux and Unix platforms for server management. Coded in C++, C# and PowerShell to ensure fluency across platforms. Assisted in creating one of the first working version of PowerShell on a linux based system.

**System Administrator/Usability Engineer (Interactive Research Service),** 2015-2016

Was responsible for the setup and maintenance of a pool of 25 laptops for the field-based data collection team to advance possibilities for image capturing devices. I had to perform on-location troubleshooting of all computer and peripheral equipment enabling collection teams to meet sprint goals. I had worked with developers and manufacturers to create, test and implement one of a kind proprietary applications and drivers for prototype hardware furthering not only the team’s progress, but the manufacturers. Created and maintained internal team Sharepoint site for better communication and scheduling within the team. Performed manual and automated daily build tests on alpha HoloLens system to perpetuate progression with software and hardware advancement.  
  
**Server Test Lab Engineer (Playready/CAPX),** 2012-2015

Was recruited to modifiy and execute daily test passes, both manual and automated, across server, PC, mobile and gaming platforms to ensure performance and consistency. Was responsible for installation and maintenance for a lab consisting of 200 physical machines, 300 VM’s, 50 personal handheld devices and networking equipment allowing for continuous testing regardless of scope or breadth. Communicated with developers and team leads companywide to establish and deliver accurate, timely goals.

**Education**

**Whatcom Community College,** Bellingham, WA 2007-2009Associates degree in Communication - Technology Focus

Dean’s List

Member of Student Council

Student Representative for Professor’s Tenure Committee

Founder and President of Ultimate Club

**Certifications**

**A+**

**Network+**