**Jeffrey Alan Baker**  
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**EXPERIENCE:**  
  
**HILLSBOROUGH COUNTY SCHOOL DISTRICT 11/2010 -**  
**Technologist/Office Network Computer Specialist**   
**Maintenance & Operations Division**

* Network Administrator:  
  10 Servers supported  
  Windows Server 2008  
  Windows Server 2003  
  VPN Support  
  Active Directory & Altiris Deployment Console Management
* Desktop Support (approx. 200 employees county-wide):  
  Windows 8.1 Enterprise  
  Windows 7 Enterprise  
  HP desktops & laptops, various mobile devices & multi-function printers
* Helpdesk & Application Support:  
  MS Office 2010, 2013, 2016  
  First Class email and Open Ideas collaboration  
  PaperVision document management  
  MS Outlook Client and Archiving  
  Remote Assistance provided to several sites  
  Assist clients with escalation to district IT resources
* TMA Maintenance Information System:  
  Provide backup assistance with customer service & technical support to the CMMS administrator of the work order system
* MS SQL Server 2008 & 2012 Support:  
  Database administration tasks, report engineering for the school district’s maintenance work order system. Development and report writing tools include Crystal Reports, Visual Studio, Business Intelligence Development Studio, and Power BI. Tasks have included publishing reports to the TMA-related SSRS Reports website and to the division’s SharePoint portal.

**HILLSBOROUGH COUNTY AVIATION AUTHORITY 6/2010 – 9/2010  
Contracted through Veredus Consulting**  
**Desktop Support & Helpdesk**

* Provided technical support for Windows based systems. Dell desktops, Dell laptops, HP printers, Ricoh MFPs, various scanners. Repair and replace PC hardware components. Software installations and troubleshooting. Coordinate third party service repairs.
* Helpdesk coverage using DameWare. Phone support for software and basic hardware troubleshooting. Assign work orders to appropriate groups of network engineers and application developers.

**THE SPRING OF TAMPA BAY 7/2005 - 12/2009  
IT Manager**www.thespring.org - a non-profit organization dedicated to providing shelter and services to victims of domestic violence in Hillsborough County, FL.

* Performed all Technical Support & Helpdesk tasks for approximately 60 employees at The Spring's seven locations throughout Hillsborough County. Locations included three retail operations. PC hardware & software installations, troubleshooting and repairs.
* Provided technical support for security systems including cameras, alarms and access to secured facilities.
* System Administrator for NEC Univerge SV8100 business phone system. Managed VPN data & voice services provided through Nuvox
* Network administrator for a Windows-based WAN & private network. Managed Active Directory and Exchange Server (2007 & 2000) and performed all tasks under Windows Server 2008, 2003 and 2000.
* Implemented and migrated several Windows-based servers to the VMware virtualized environment.
* Supported several organization-specific database systems including donor relations and client management.
* Most recent project involved implementing a document management solution using SQL based software combined with Ricoh MFPs for scanning.

**AMERICAN VACATION RESORTS, Dunedin, FL 4/2002 - 5/2004   
Database Support**

* Assisted AVR in support for applications/systems that I originally designed/co-designed for the former company Med Resorts
* Part of the development and design team to transition the company to SQL Server 2000 back-end, HTML/ASP front-end, reporting in MS Access.
* Continued support for the legacy Filepro Database.

**Self-Employed , Tampa Bay, FL 8/2000 - 6/2005  
Independent Contractor**

* Contracted support for various MIS/IT assignments to assist small- to medium- sized businesses without their own in-house IT support (PC's, Laptops, Networks, etc.).
* Worked with resellers to determine system requirements and plan implementation.
* Developed and supported information systems using MS Access for various businesses including GAP Insurance, Mobile Notary Services, and Telemarketing. Related coding skills included building VBA expressions & SQL Server queries.
* Application support for QuickBooks PRO, ACT and Office 2000
* Basic design web development projects utilizing Microsoft FrontPage and Macromedia Dreamweaver

**TALK AMERICA (Formerly AOL Long Distance) Dunedin, FL 10/2001- 02/2002   
Customer Service Rep (Inbound)**

* Answer & resolve billing inquiries related to local & long distance phone service
* Troubleshoot & resolve customer phone service technical support issues
* Track calls in database and access local & LD corporate technical data to determine customer's phone service options during troubleshooting.

**MED RESORTS & WORLD CONNECTIONS TRAVEL, Clearwater, FL 2/1988 - 8/2000   
Director of Information Technology**

* Supervised employees in database development, network administration and help　desk/troubleshooting
* Supported 300 employees
* Designed, developed, and implemented IS for accounting, collections, telemarketing, sales, reservations, travel, customer service and multimedia departments
* UNIX administrator, Windows 95, 98, and NT network support, MAS90 accounting suite, Kronos timekeeping, Lotus 123, WordPerfect, Realworld accounting, MS Exchange Server
* Database development: UNIX Filepro Plus, Windows NT, Access 95/98/2000, MS SQL Server 6.5 training and development, Crystal Reports 5/6/7
* Data Integration w/ various applications (Excel, ASCII, etc.)
* Web Development, including company website
* Telephony migration, installation and configuration (Northern Telecom, Executone, NEC)
* Media layout and design of on-line documents, including text and imaging (Corel Draw and Paint, Adobe PageMaker, Adobe Photoshop, Harvard and Powerpoint)

**TANDY CORPORATION/RADIO SHACK, Washington, DC Tri-state 8/1984 - 2/1988   
Instructor/Computer Support/Retail**

* Training and Support, District Instructor
* Inventory management and basic repairs, software liaison
* Retail management

**EDUCATION:**  
Penn State University, State College, PA:  
Electrical Engineering  
Communications – Broadcasting  
122 Credit Hours – BA in progress.