701 SE Dovetail Rd, Apt 7

Grimes, IA 50111

(641) 204-1680

travisbakerit@gmail.com

TRAVIS BAKER – SYSTEMS ADMINISTRATOR (10 YEARS EXPERIENCE)

WORK HISTORY

SYSTEMS ADMINISTRATOR, NOVEMBER 2022-PRESENT

CRUNCHYROLL, GRIMES, IA

- Manage Intune, Jamf, On-Prem, and Google Workspace environments
- Configure and maintain a 2-tier network with equipment from Fortinet, Dell, and Cisco
- Configure and rollout new PC deployments (Mac and Windows)
- Identity access management via Okta
- Configure and maintain VMWare vSphere environment including managing virtual desktops via VMWare Horizon
- Troubleshoot various user issues and implement fixes

NETWORK SUPPORT SPECIALIST, FEBRUARY 2020-NOVEMBER 2022

DYMIN SYSTEMS, URBANDALE, IA

- Manage Azure, Office365, On-Prem, and Intune environments
- Configure and maintain various network equipment from Cisco including Meraki environments, Fortinet, and Ubiquiti including EdgeMAX and UniFi devices
- Help implement changes to standard network deployments
- Troubleshoot help desk tickets and escalated network tickets

PC TECHNICIAN – PART TIME, AUGUST 2015-AUGUST 2021

BAKER TECHNOLOGY SOLUTIONS, PELLA, IA

- Troubleshoot and fix laptop & desktop hardware
- Set up new laptops for clients and make sure they are up to date and secure with an antivirus
- Walk users through how to use new laptop

SKILLS

- 7 years help desk experience
- 4 years networking experience
- Fortigate
- Google Workspace
- Gmail
- Okta
- Slack
- Jamf
- Mac OS
- Phone Support Skills
- VPN
- Layer 2/Layer 3 Switching
- QoS
- VLANs
- Spanning-Tree Protocol/Rapid Spanning Tree Protocol
- Network Troubleshooting
- Remote Desktop Gateway
- RADIUS
- ConnectWise Manage and Automate
- Cisco Meraki
- Cisco Catalyst Switches
- Ubiquiti systems including EdgeMAX devices and UniFi
- Linux System Administration
- Windows System Administration
- Windows 7, 8, 10, and 11
- Windows Server
- Bitlocker
- Active Directory
- Azure Active Directory
- Group Policy
- Intune
- Azure Cloud Environments
- SharePoint
- Computer Repair
- Customer Service Skills

EDUCATION

AAS, INFORMATION TECHNOLOGY NETWORK ADMINISTRATION (LINUX CONCENTRATION), MAY 2017

DES MOINES AREA COMMUNITY COLLEGE, ANKENY, IA