Adam L. Baker

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Technical Skills

- Understanding of networking technologies such as routers and switches.
  - DHCP, DNS, IP Schemes
- Efficiently perform operating systems functions at the support level in a multi user environment.
- Understanding of desktop and server hardware components.
- Microsoft Operating Systems. (Windows XP-Windows 8 & Server 2003-2008)
- Mac OSX (Snow Leopard – Mavericks)
- Active Directory
- Exchange 2007, 2010, Exchange Management Console
- Microsoft Office 2003, 2007, and 2010
- Managing Domains, Configuring DNS A, CNAME, and MX Records
- ShoreTel
- SonicWall, Cisco Meraki

Professional Experience

SeedSpark LLC, Charlotte, NC   **July 2015-present**
Technical Support Specialist

- Level 2 and 3 Technical Issues
- Exchange migrations
- Monitor and maintain over 975 desktops and 85 servers (physical and virtual)
- Backup and Domain Management
- Product Engineering, Research and Development

SeedSpark LLC, Charlotte, NC   **March 2013- June 2015**
Director of Support Services

- Assessing the technical support team's staffing level and the efficiency of internal processes and systems, including software, and providing suggestions for improvement when possible.
- Work directly with CEO, Director of Technical Operations, and Director of General Operations on upcoming projects and client onboarding
- Monitoring the ticket system and hand out tickets to the necessary techs
- Scheduling of techs for projects
- Keeping senior management apprised of service desk staff workloads, technical abilities, and morale on a regular basis.
- Keeping senior management apprised of trends in service tickets in order to address systemic issues or to sell additional services or products
- Training of new support technicians
- Monitor and maintain over 975 desktops and 85 servers (physical and virtual)
- Resolution of Level 2 & 3 technical issues

SeedSpark LLC, Charlotte, NC　　　　　　　　　　　　　　　**March 2012-March 2013**
Technical Support Specialist
- Level 2 Technical Issues
- Assist Level III Technicians
- Monitor and maintain over 900 desktops and 80 servers (physical and virtual)
- Backup and Domain Management
- Product Engineering, Research and Development

CPCC, Charlotte, NC　　　　　　　　　　　　　　　　　　**August 2011-March 2012**
Information Systems Technician
- Provide assistance to students in the Student Technology Centers on the use of college technologies
- Provides second-level support to users: tasks involve designing, installing, programming, troubleshooting and maintaining user's hardware and software.
- Provides support, assistance, and instruction to faculty and staff on proper use of smart classrooms computer classrooms, conference rooms, other event equipment

Time Warner Cable Arena, Charlotte, NC　　　　　　　　　　**May 2011-August 2011**
IT Intern
- Provide computer support for arena employees running Windows 7 and XP
- Including updating different softwares, removing malware, and any other issues.
- Replace toner and fix printer/fax/copier
- Setting up a computer system for new employees

Education
Central Piedmont Community College*:* Charlotte, NC　　　　**January 2010-June 2012**
A.A.S., Computer Technology Integration Specialization in Computer Forensics

References Available Upon Request