

DAN BAKER, MCSE

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IT PROFESSIONAL

Information Security ♦ Systems Architecture ♦ Team Leadership ♦ Program Management

Delivering IT solutions through effective team leadership and expert program management

Versatile IT professional with strong leadership skills and a proven record of success in building systems and establishing protocols to protect confidential data and manage security risk. Respected project manager known for excellent organizational abilities, collaborative style, and commitment to goals. Resourceful, solution-oriented problem-solver with a wealth of ground-up systems knowledge. Trusted technical advisor who consistently delivers outstanding results.

Core Expertise & Value Offered:

- ♦ **Leading projects**, identifying the right talent and building cohesive teams of professionals to meet project needs.
 - ♦ **Engaging teams**, clearly communicating requirements and expectations to motivate staff to achieve shared goals.
 - ♦ **Creating positive work environments**, building sense of loyalty and trust by developing staff members, as well as recognizing/rewarding outstanding performance.
 - ♦ **Building relationships** and collaborating with others to mine information, resolve problems, and advance goals.
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INFORMATION TECHNOLOGY EXPERIENCE

COMPUTER HORIZONS

[year–Present]

Project Office Architect, [year–Present]

Program Relationship Manager, [year–year]

Technical Lead, [year–year]

IT Specialist, [year–year]

Rapidly progressed to positions of increasing responsibility while overseeing IT projects for key clients. In current role as project office architect, serve as technical interface on all global systems projects for Merck, providing analysis, advisement, project management, and technical oversight support. Among responsibilities, evaluate and approve systems changes, create and review process documents, evaluate training support, and assess security needs.

**Earned fast-track promotions to oversee key programs...
consistently deliver on-target technology solutions that meet or exceed expectations.**

- **Established stellar record in managing large-scale transitional projects for Merck, leading teams of as many as 12 people in successfully rolling out new systems and software. Among successes:**
 - Coordinated support efforts for 60,000 users across North America during rollout of Vista/Office 2007.
 - Transitioned support of wireless LAN from another vendor, leading 12-member team in planning, coordinating, and ensuring smooth transfer for conversion of 2,500 devices across North America.
 - Oversaw Exchange migration for 60,000 users across North America that saw 40 existing servers replaced with new hardware. Implemented plan that seamlessly transitioned support of Exchange systems.
 - **Developed expertise in information security, implementing policies and procedures to protect integrity of data and information systems and minimize security risk:**
 - Serve as security officer for project office, conducting workplace security audits, maintaining and auditing access to team rooms, tracking software licenses, and ensuring compliance with asset management policies.
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- Initiated project to develop streamlined rights architecture for internal active directory that facilitated validation and control. Set guidelines for elevated privileges and established procedures for management and maintenance.
- Serving as trusted resource to Merck, provided onsite security reviews for 2 locations to evaluate security of new network connections.
- **Cultivated strong relationships, establishing reputation as trusted business partner. Capitalized on standing to promote value-added initiatives and open new revenue-generating opportunities:**
 - Implemented high-visibility pilot to showcase network capabilities as means to win new business. Overseeing 2 project management teams, successfully deployed new network and toolset that exposed deficiencies of existing system and led to operational improvements.
 - Identifying support gaps and new business opportunities, influenced contract changes that allowed Computer Horizons to compete successfully for new business and substantially increase revenue.
 - Generated \$4 million in sales by promoting valuable add-on services and solutions while serving as relationship manager for Merck programs. Achieved goal of increasing project revenue by 10% each year.
- **Established reputation as effective, customer-focused professional committed to meeting client needs while promoting organizational improvement:**
 - In 24/7 position as relationship program manager for Merck, consistently exceeded all service-level agreements (e.g., customer satisfaction, ticket generation time, help desk response).
 - Provided leadership excellence, effectively motivating service delivery teams in matrixed environment. Cultivated relationships, breaking down barriers to ensure team success.
 - Improved efficiency by working with help desk staff to resolve low-level issues and close tickets without calling in technical staff, optimizing use of resources to maximize impact.
- **Leveraged ground-up systems knowledge to excel in role as technical lead in charge of support operations at 3 Merck sites and as Level 2 support specialist for headquarters location:**
 - Managing 6-member desk-side support team that serviced 3 Merck operating companies, provided leadership and guidance that dramatically improved efficiency and effectiveness of team.
 - Won award in recognition of leadership and technical expertise that helped improve team morale, technical efficiency, and ultimately, customer satisfaction.

Background includes 2 years of additional experience as support technician, technical analyst, and consultant.

EDUCATION & PROFESSIONAL DEVELOPMENT

B.S. Degree, Temple University, Philadelphia, PA, [year]

Continuing Education: Completed numerous courses and workshops (details available).

TECHNOLOGY SKILLS

Certifications: Microsoft Certified Systems Engineer, Microsoft Certified Product Specialist (Windows 95; Windows NT Workstation 3.51; Windows NT Server 3.51, Proxy Server 2.0)

Applications: Expertise includes, but is not limited to, Wintel Servers, Citrix, LAN, WAN, Firewalls & Security, Logical Access/Account Administration, Backup & Recovery
