

**Dan Baker**  
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## OBJECTIVE

To obtain a full time Management position in the field of Information Technologies, with opportunities for personal growth and upward mobility.

## EDUCATION

**Temple University, Philadelphia, Pennsylvania**  
*Bachelor of Science Degree, [month year]*

**Computer Networking Technologies, Inc, Philadelphia, Pennsylvania**  
*Microsoft Certified Systems Engineer*  
(Windows 95, Windows NT 3.51 Server and Workstation, TCP/IP, Networking Essentials, Microsoft Proxy Server, and Microsoft Exchange)

## CERTIFICATIONS

Microsoft Certified Systems Engineer; Microsoft Certified Product Specialist for Windows 95; Microsoft Certified Product Specialist for Windows NT Workstation 3.51; Microsoft Certified Product Specialist for Windows NT Server 3.51; Microsoft Certified Product Specialist for Proxy Server 2.0; Microsoft Certification for Internetworking TCP/IP with Windows NT Server 4.0; Microsoft Certification for Networking Essentials; Microsoft Windows 2000 in progress; Project Management Certification in progress

## EXPERIENCE

*Computer Horizons*

**Team Lead, [year-year]**

- Responsible for all aspects of IT for 3 Merck operating companies
- Provide problem management for all NCS in scope server issues
- Oversee daily backup and recovery operations
- Provide leadership and mentoring for Desktop and Server personnel
- Monitor daily reports to ensure compliance with SLAs
- Represent company in the NCS Defect Elimination meetings
- Participate in weekly DSM meetings for NCS, OBI, and PSGA
- Interface with DSMs to facilitate customer communications
- Provide feedback and direction to Boulder CSRs
- Provide planning and implementation of Merck projects
- Focus on maintaining a high level of customer satisfaction
- Employ teaming and knowledge sharing across IBM accounts
- In process of creating a repository for site specific tools and documentation

**IT Specialist, [year-year]**

- Provide level 2 support for Merck development site
- Backup Team Lead
- Participate in Y2K remediation and early testing
- Expedite the resolution of end user escalations
- Administrator of web based Knowledge Base of Merck Applications
- Provide updates to web based metrics
- Participate in various pilot projects

- Document site specific information to increase efficiencies

*Tech Consultants, Philadelphia, Pennsylvania*

**Consultant, [year-year]**

- Upgrade/standardize cabling system from Cat 3 to Cat 5 TIA 568B standard
- Upgrade LAN and Phone jacks with 110 terminated style connectors
- Aid in the creation and implementation of a structured cabling plan
- Upgrade/install 100Base-T Hubs resulting in an intrabuilding backbone
- Provide consultation to local desktop support
- Test all wiring and certify network

*Star Resource Group, Philadelphia, Pennsylvania*

**Desktop support, (Contractor) [year-year]**

- Provided level 2 support Merck headquarters
- Provided executive support
- Backup supervisor for desktop support
- Backup supervisor for Escalation manager
- Backup supervisor for Exchange migration site focal
- Troubleshoot hardware and software
- Provided desktop and exchange migration training
- Researched and provided instructions for new and existing applications
- Responsible for overseeing all new PC and hardware installations

*Star Resource Group, Philadelphia, Pennsylvania*

**Migration Team Specialist, [year-year]**

- Microsoft Exchange for Rohm & Hass.
- Moved PC to new domain with appropriate network settings
- Migrated end users from legacy e-mail to Microsoft Exchange
- Provided training for end user in Exchange and Schedule+

*Computer Networking Technologies, Inc., Trenton, New Jersey*

**Technical Analyst, [year-year]**

- Designed classroom lab exercises for MCSE classes
- Upgraded Windows NT 3.51 student lab exercises to Windows NT 4.0
- Maintained the classroom LAN, Microsoft and Novell software
- Performed periodic asset inventories
- Installed and configured new hardware and software
- Provided technical assistance to CNTech students and instructors
- Assisted in student recruitment
- Created separate physical and logical TCP/IP subnet for additional classrooms

## **COMPUTER SKILLS**

*Software:* Windows 95/98, Windows NT 3.51- 2000 Server and Workstation, TCP/IP, Dmlite, ARCserve, Remedy, over 200 Lucent proprietary applications, Microsoft Exchange, Microsoft Office, TechNet, Novell NetWare 3.12, Lotus Notes, Peoplesoft and Business Objects, SAP, Acrobat Reader, TBS, Internet Explorer, Netscape Navigator, WordPerfect, PFS Write, Claris, Microsoft Word 6.0, AutoCAD, Ghost, Oracle, CBIS, Macrocell, Pitchbook, Act 2.0, Reflections, Winzip, Visio 4.0 and various spreadsheets

*Hardware:* Palm pilot, Blackberry Wireless, multiple laptops, various desktops, multiple network and local printers, hp plotters, multiple scanners including fingerprint scanner, cd read/writers, jazz drives, zip drives, tape drives, network hubs/cabling, and modems

#### **ADDITIONAL AWARDS/ACHIEVEMENTS**

- Monetary award for providing leadership, a strong technical presence, improving morale, increased technical efficiency, and customer satisfaction
- Volunteer Floor Warden for Emergency Evacuation Team
- Complete restoration of 1972 MG