
Eric Baker

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Summary of Qualifications

- Windows systems administrator with a strong background in network administration
 - Responsible for the maintenance of large research networks, servers, and user workstations
 - Proficient public speaker with excellent customer service skills
 - Motivated self-starter with a business and technical background
 - Able to resolve complicated technical issues and simplify everyday tasks
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Certifications

CompTIA **Network+**, **Security+**
Cisco Certified Entry Networking Technician (**CCENT**)
Cisco Certified Network Associate (**CCNA**)

Technical Experience

Platforms:	Cisco IOS, Windows Server/Desktop, VMware vSphere ESXi, Okta
Backup and Archiving:	Backup Exec, VRanger, VEEAM
Information Security:	MDATP, Proofpoint, TRAP, SCEP, Malwarebytes, Rapid7
Network Administration:	Active Directory, TCP/IP, DNS, DHCP, NAT, VPN, ACL's, GPO, Wireless, Routing and Switching, Firewalls, PowerShell, Automation

Professional Experience:

Reliable Resellers, Tampa, Florida **05/21 – 04/23**
eCommerce / Technology Manager

- Managed an ecommerce business with 3 direct reports
- Implemented marketing and advertising campaigns
- Built website and managed the technology infrastructure

University of Tampa, Tampa, Florida **01/17 – 05/21**
Systems Administrator / Information Security Analyst

- Maintained VMWare ESXi 5.0, 5.1 and 6.5 environments with 180+ servers
- Managed an Active Directory environment with 8,000+ users
- Worked with 3rd party vendors in relation to purchasing and troubleshooting
- Served as the team lead for projects and initiatives
- Assisted with the management of Microsoft Defender Advanced Threat Protection
- Setup SSO SAML applications in Okta and automated tasks using API's
- Conducted network security scans via Rapid7
- Utilized ProofPoint for different University email defenses
- Automated different departmental tasks via PowerShell
- Assisted with the mitigation of campus wide malware outbreak
- Configured servers and storage devices to meet certain specifications
- Performed server/application upgrades and installations
- Monitored system backups via Backup Exec, VRanger and VEEAM
- Assisted with the creation of Business Continuity/Disaster Recovery plans
- Setup and maintained disaster recovery site and wrote clear and coherent technical documentation
- Coordinated with management to achieve ISO 27001 certification for the University
- Implemented Bitlocker and LAPS on pertinent systems
- Pushed/Deployed software packages to all labs and classrooms via SCCM
- Packaged and deployed system/software updates to all servers and workstations via SCCM
- Served as an escalation point for all technical support staff and IT graduate assistants

Eric Baker – Continued

Rentenbach Constructors, Knoxville, Tennessee

10/14 – 12/16

Jr. Systems Administrator

- Configured and maintained Cisco ASA 5505, 5506 and Check Point firewalls
- Fully setup and maintained construction job site networks
- Worked with 3rd party vendors in relation to network activity and troubleshooting
- Responsible for changing IP structure at remote offices
- Installed and configured 3CX VOIP server and provisioned VOIP phones
- Provided end user support for a multi-state, multi-location company
- Provisioned virtual servers in a Citrix environment
- Updated virtual desktops via Citrix XenCenter
- Published virtual desktops via Citrix Studio
- Created virtual server environment utilizing VMware VSphere ESXi 6
- Performed multiple P2V operations
- Installed and configured network monitoring via PRTG Network monitor and Solarwinds
- Configured servers to meet certain specifications
- Utilized TeamViewer and NetSupport for assisting remote users
- Setup and configured departmental Cisco switches
- Managed an Active Directory environment with 250+ users
- Provided vital support for email and network connectivity
- Installed and repaired software and hardware for both desktops and mobile devices (Android, Apple iOS)
- Created Network diagrams utilizing SmartDraw

Automated Health Systems, Tallahassee, Florida

05/10 – 10/14

Help Desk Specialist

- Wrote clear and coherent technical documentation
- Installed and repaired computer hardware and software
- Analyzed and diagnosed operating system malfunctions
- Assisted in the maintenance of local area networks
- Responded to customer calls, problem resolution and user training
- Managed an Active Directory environment with 500+ users
- Responsible for the support of network services relating to desktop connectivity
- Updated firmware and configured VLAN's on appropriate switches
- Responsible for troubleshooting hardware/software issues for 20+ remote users
- Positioned as the main point of contact for state employees relating to FTP connectivity
- Centrally controlled Windows updates via WSUS
- Maintained and updated physical security access and office cameras
- Recorded all help desk duties via SpiceWorks ticketing software
- Restricted internet access via a Barracuda Web filter
- Administered and managed Group Policy Objects
- Trained new users and other help desk staff
- Corresponded with third party vendors for warranty part replacements

Education:

Florida State University, Tallahassee, Florida

Bachelor of Science in **Information Technology**

Multiple Dean's Lists

Association of Information Technology Professionals

Hillsborough Community College, Tampa, Florida

Associate of Arts in **Computer Science**

Phi Theta Kappa Officer, V.P. of Communications

Honors Institute Officer, Marketing Coordinator