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## Eric Baker

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St Petersburg, FL 33716

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### Summary of Qualifications

- Proficient public speaker with excellent customer service skills
  - Strong technical aptitude complimented with a leadership background
  - Proven leader with a track record of success in business and technology
  - Strategic thinker with an ability to articulate a vision and execute to completion
  - Facilitator and curator of high-performing teams fostering a collaborative culture
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### Certifications

CompTIA **Network+**, **Security+**  
Cisco Certified Entry Networking Technician (**CCENT**)  
Cisco Certified Network Associate (**CCNA**)  
Microsoft **Azure Fundamentals**  
FINRA Securities Industry Essentials (**SIE**) – In Progress

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### Professional Experience:

**Raymond James**, St. Petersburg, Florida  
**Manager, Command Center**

**12/23 – Present**

- Created a new vision for the team and successfully implemented the strategy
- Built and coached a highly successful team leading to increased SLA performance (95%+)
- Emphasized MTTR metrics reducing mean time to resolve by over an hour
- Focused on mitigating top talker incidents reducing ticket volume by 8%
- Successfully changed the culture by implementing new rewards and incentives
- Encouraged team skillset growth through training, coaching, and the pursuit of certifications
- Led strategy and 24/7 global technical operations providing monitoring for 2,000+ applications
- Established objectives and designed process and workflow improvements
- Coordinated daily operational readiness meeting with all stakeholders within ETS
- Set goals for the team that aligned with the goals of the organization
- Instituted a long-term career plan guiding team members through different phases of their career
- Managed HR activities including performance assessments, remedial actions, and staff development
- Fostered professional development opportunities creating a high-performing and collaborative team culture

**Raymond James**, St. Petersburg, Florida  
**Analyst, Systems Administrator**

**06/23 – 12/23**

- Monitored alerts in Dynatrace, Splunk, and Datadog to diagnose application issues
- Responded to incidents logged in ServiceNow CMDB
- Identified and remediated production incidents for over 2,000 applications and services
- Data analysis and visualization for use in supporting the environment
- Investigated degradation in performance/availability for applications and enterprise services
- Coordinated with higher level support teams to investigate application degradation

**Reliable Resellers**, Tampa, Florida  
**Owner / Operations Manager**

**05/21 – 06/23**

- Founded a successful eCommerce business with sales exceeding \$250,000
- Managed all aspects of the ecommerce business with 6 direct reports
- Developed and implemented key business plans and objectives
- Partnered with the community to create sourcing and distribution networks
- Established business and technical goals for the organization
- Translated business strategy into actionable operational plans
- Provided coaching to team members for career growth and development

**University of Tampa, Tampa, Florida**

**01/17 – 05/21**

**Systems Administrator**

- Maintained VMWare ESXi 5.0, 5.1 and 6.5 environments with 180+ servers
- Managed an Active Directory environment with 10,000+ users
- Worked with 3<sup>rd</sup> 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, Veeam 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

**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 3<sup>rd</sup> 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

**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