Christopher Baker

Salem, MO 65560
contact@chrisbaker.dev

Work Experience

Information Technology Technician
Rolla Public Schools - Rolla, MO
November 2022 to Present

Google Admin · Apple School Manager · iOS · Information Technology Infrastructure · Project Management · Customer-Focused Service · Avaya Products · Technical Support · Mosyle · SCCM · Active Directory

IT Specialist
Wallis Companies - Cuba, MO
November 2021 to November 2022

• Handle support tickets / field support calls (using iSupport)
• Create new/manage existing user accounts (Azure AD and Windows Server AD hybrid)
• Troubleshoot and maintain operations of network equipment at multiple office and store locations (Cybera, SonicWall, UniFi, HikVision NVR)
• Assist in maintaining network security my monitoring risky log-ins and spearheading projects such as working with all users to set them up with MFA and learning how to authenticate applications that use legacy authentication. (Exchange on-prem / exchange online (365) hybrid)
• Write scripts to automate processes and provide functionality where needed (PowerShell)
• Manage devices using a MDM (Microsoft Endpoint Manager, Intune)
• Sit on the company's safety team as a representative for IT (Update signage, perform walkthroughs for new hires, perform quarterly safety inspections)
• Assist with company events (Conferences, charity, mass hire orientations)

Ink Technician
Manchester Packaging - Saint James, MO
October 2020 to November 2021

· Blend inks to create customer's color standard for printing
· Analyze and price customer artwork
· Order ink and chemical products, manage inventory
· Ensure safe handling of ink and chemicals

Package Handler
FedEx Ground - Rolla, MO
August 2020 to October 2020

· Unloaded and received packages from tractor-trailers
· Sorted and handled packages to be delivered to commercial and residential recipients

Customer Service Representative
Promoveo, LLC - Bolivar, MO
January 2020 to June 2020

Communications Analyst

Guarded Exchange - Lebanon, MO

June 2019 to December 2019

Guarded Exchange (GEX) is a child company to Securus. GEX gathers and investigates monitored intelligence.

· Monitored, analyzed, and investigated audio and video calls/visitations to prevent crimes inside correctional facilities

· Developed and implemented procedures to create data efficiency

Manager

Flynn Restaurant Group d/b/a Arby's - Jefferson City, MO

September 2017 to June 2019

6/2018 - 6/2019

· Scheduled and planned shifts

· Interviewed, hired, and trained management staff/crew members

· Managed labor costs vs. sales

· Planned and ordered product shipments

· Maintained store including money handling, cleaning, and safety procedures

Crew Member

Walmart - Lebanon, MO

September 2017 to June 2018

4/2017

- 9/2017

· Loading and unloading; stocked and organized shelves; supported customer needs

Technician

Salem Senior High Technology Office - Salem, MO

May 2015 to August 2015

· Fielded technical support inquiries 5/2016 - 8/2016

· Trained educators and staff in the use of technology

· Developed networks from planning to implementation

· Built and repaired computers and mobile devices

Education

High School Diploma

Salem Senior High - Salem, MO

May 2016

Skills

- Active Directory
- CSS
- WordPress
- Technical support

- Load & unload
- Interviewing
- Graphic design
- Cleaning
- Cash handling
- Customer service
- Labor cost analysis
- Sales
- Microsoft Office
- Analysis skills
- Computer networking
- Web design
- HTML5
- Time management
- Organizational skills
- Web development
- Mobile devices
- Restaurant experience
- Stocking
- PowerShell
- Azure
- Microsoft Windows Server

Certifications and Licenses

CompTIA A+
December 2021 to December 2024