

Luke Baum

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IT SUPPORT PROFESSIONAL

Knowledgeable Information Technology Professional capable of communicating technical aspects of computer-related problems with users in a way that is easy to understand in order to facilitate problem solving. Uses existing technical knowledge and logical troubleshooting methods to quickly solve problems for end users of various technologies.

Skills

- Customer Service
- Technical Documentation
- Inventory Tracking
- Troubleshooting
- Technical Communication
- Helpdesk System
- Needs Assessment
- Training
- System Integration

Experience

Seton Hill University

Computer and Information Technology Technician II, July 19 2010 to Present

- Performed various roles, ranging from frontline help desk support, to second level support for the main campus and four branches, to network and virtual server farm maintenance and management.
- One of two technicians responsible for all Macintosh repairs on a campus where nearly everyone has one.
- Became one of a string of new hires that provided service that improved relations with other departments.
- Wrote VB.NET utilities to streamline common tasks for the systems and networks sub-department.
- When not acting in other roles, solved 687 help requests and counting.

Geek Squad

Counter Intelligence Agent, March 2010 to May 2010

- Performed computer hardware diagnostics and repair.
- Diagnosed software issues and cleaned up malware.
- Calmed outraged customers down.

SSI Consulting Group

Programmer and Technician, March 2008 to April 2009

- Balanced the responsibility of writing Windows software with that of a field technician.
- Remotely managed and fixed computers using a Managed Service Provider platform.
- Automated tasks with scripts.

Westmoreland County Community College, 2007 to March 2008

Desktop Support Clerk,

- Performed computer hardware diagnostics and repair.
- Diagnosed software issues and cleaned up malware.
- Calmed outraged customers down.

Education

Westmoreland County Community College, Youngwood, PA (GPA: 3.34)

AS in Computer Technology – Technical Support, Summer 2009

AS in Computer Technology – Programming for the Enterprise, Summer 2009

Technology

Windows XP-7; Windows Server 2003-2008 R2; Various Linux; OS X 10.5, 10.6, 10.7; iOS 4, 5; Android; Blackberry; Active Directory; Microsoft SQL Server 2005 and 2008; Deep Freeze; VMWare vSphere 4.1, 5.0; VMWare Fusion; VirtualBox; Citrix XenApp; Kaseya; Printers, Plotters, Print Servers; Networking and Telecommunications Equipment; Deploy Studio; Ghost; Blackboard; Moodle; "Whatever comes down the pipe"

Industry Certifications

- Apple Certified Macintosh Technician (ACMT), Current
- Apple Certified Technical Coordinator, Expired
- Microsoft Certified Professional: Enterprise Support Technician, Current
- Microsoft Certified Technology Specialist: Vista Configuration, Current