

Marcus Baker

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Education

BACHELOR OF SCIENCE | EXPECTED DECEMBER 2017 | UNIVERSITY OF MINNESOTA TWIN CITIES

- Major: Technical Writing and Communication
- Related coursework: Technical and Professional Writing, Usability, Visual Rhetoric

ASSOCIATE OF SCIENCE | MAY 2016 | NORMANDEALE COMMUNITY COLLEGE

- Major: Computer Science
- Graduated with High Honors
- Related coursework: Programming in C, Java, and Python

ASSOCIATE OF SCIENCE | MAY 2015 | NORMANDEALE COMMUNITY COLLEGE

- Major: Engineering Foundations
- Graduated with High Honors
- Related coursework: Circuits, Digital Logic, Physics, Calculus

ASSOCIATE OF ARTS | MAY 2015 | NORMANDEALE COMMUNITY COLLEGE

- Major: Liberal Education with Mathematics emphasis
- Graduated with High Honors

Experience

ACADEMIC TECHNOLOGY GENERALIST | NORMANDEALE COMMUNITY COLLEGE | 2014-2015

- Wrote documentation and designed wiring diagrams for classroom technology
- Wrote "How-To" documentation for new document cameras and projectors
- Installed and configured classroom computers, document cameras, and audio/visual equipment

TECHNICAL SUPPORT 2ND LEVEL | NORMANDEALE COMMUNITY COLLEGE | 2013-2014

- Provided second level telephone and deskside technical support for 640 users
- Troubleshoot and installed Microsoft Suite, Windows OS, and hardware

WORKSTATION ADMINISTRATOR | DORSEY & WHITNEY LLP | 2004-2013

- Created "Quick Start" guides on how to use eCopy terminals for end users
- Wrote department specific eCopy installation guide for Workstation Services department
- Administrator for Equitrac, eCopy, and print servers for 20 regional offices
- Responsible for client side installation, configuration, and maintenance of 1000 Equitrac enabled devices
- Maintained over 100 Canon copiers and attached eCopy workstations
- Installed, maintained, and repaired desktop and laptop workstations for 1500 users