

# Marcus Baker

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## Education

**Bachelor of Science Technical Writing and Communication | December 2017 | University of Minnesota Twin Cities**

**Associate of Science Computer Science with High Honors | May 2016 | Normandale Community College**

**Associate of Science Engineering Foundations with High Honors | May 2015 | Normandale Community College**

**Associate of Arts Mathematics Emphasis with High Honors | May 2015 | Normandale Community College**

## Skills

- **Software:** Windows, InDesign, Illustrator, Photoshop, Word, Excel, PowerPoint, Google Docs, Linux, C, Python, Java, HTML, XML
- **Hardware:** Circuit design, Arduino, Raspberry Pi, HP printers, Canon copiers, Dell desktops and laptops, Android mobile devices

## Experience

### **Technical Writing Internship | The Toro Company | 2017**

- Created written content, layout, and visuals using Adobe Creative Cloud (InDesign, Illustrator, and Photoshop) and PTC Creo Parametric 3D Modeling software
- Collaborated with product technicians and engineers to write the Toro BRC-28 Brush Cutter service manual
- Researched Toro's service libraries and consolidated testing procedures for the Toro General Testing Procedures Manual
- Edited technical documentation produced by interns

### **Academic Technology Generalist | Normandale Community College | 2014-2015**

- Wrote documentation and created wiring diagrams for classroom technology stations using Microsoft Word and Visio
- Created end user specific "How-To" documentation for new classroom equipment
- Installed and configured classroom computers, document cameras, and audio/visual equipment

### **Technical Support 2<sup>nd</sup> Level | Normandale 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 technician specific eCopy installation guide for Workstation Services department
- Maintained Equitrac, eCopy, and print servers for 20 regional offices
- Performed client-side installation, configuration, and maintenance of 1000 Equitrac enabled devices
- Installed, maintained, and repaired desktop and laptop workstations for 1500 users