

JB BAKER

(708) 408 8397 | jayvonbakes15@gmail.com | Cook County, Illinois

Analytical, organized, and personable technologist and customer support specialist with experience with a variety of information technology devices and software. My extensive work history in customer service, plus my formative background in web development-among other technologies, allows me to mend both soft and hard skillsets for optimal performance in any task. Quick learner with a passion for asking the right questions and thriving in teamwork.

EDUCATION

Bachelor of science in Computer Systems Technology | Illinois State University

December 2024

- Relevant coursework: IT systems hardware, Operating systems, system administration, Web / Application programming, Microprocessor programming, Network troubleshooting, Project Management
- Several faculty and staff have written stellar letters of personal approval, commending my leadership, attentiveness to detail, creativity, and affableness during course sessions.
- Participated as the primary subject of a graduate-level thesis concerning college success and the use of assistive technology.

IT Support Fundamentals Certification | Google

October 2023

- Learned the fundamentals of computer hardware troubleshooting, teardowns, and installations, as well as various internal hardware compatibility combinations via extensive virtualization labs.
 - Learned both Unix and Windows PowerShell command line and scripting for software testing and automation.
 - Learned about the fundamentals of network topologies, IP addressing, and subnetting via extensive virtual lab scenarios.
 - Learned about windows user and computer management via Windows Server 2016 / 2019 using both the server manager GUI and the shell.
 - Learned about the procedures of troubleshooting, servicing, and documenting common enterprise technical issues.
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EXPERIENCE

Student Services Technical Associate | South Suburban College | South Holland, IL | Fall-Spring Semester 2019

Responsible for first-contact dealings with the hundreds of community college students needing technical assistance with college-provided hardware and software resources. Logged and sent up student tickets to tier-1 helpdesk staff. Managed a database of pending and completed tickets for future documentation and performance reviews. Worked directly under campus system administrator to aid in teardowns, installations, logging, and reordering technology components. Received favorable reviews from both peers and senior associates.

Website Development Intern | Prairie State College | Chicago Heights, IL | Summer Semester 2019

Worked with several Chicagoland businesses to design and develop website resources and provided guidance to third party applications per project requirements. Tested site features with XAMPP servers before pushing to production. Worked with version control systems like git to keep a log of codebase and collaborate with other interns and project staff without affecting the production sites of our clients. Worked with both hard-coded assets through HTML, CSS, and JavaScript, as well as popular page builders and CMS systems like WordPress, Shopify, Wix, and Squarespace.

Barista / Cashier | Louie's Coffee Bean (Lincoln College) | Lincoln, IL | Spring through Fall Semesters 2020-2021

Worked as one of several baristas and cashiers manning an independent coffee and bakery stand on campus grounds. Dealt with daily traffic and orders from between 50-200 students and staff members, providing around-the-clock customer service while keeping a clean and orderly space. Learned the values of deep communication, time and resource management, and conflict resolution in a fast-paced work environment.

Dishwasher | Dining and Hospitality (Illinois State University) | Normal, IL | Fall Semester 2022

Worked alongside several other dishwashers, manning industrial cleaning equipment to wash and sanitize prep and service ware for both EMHD catering staff and the various franchise operators within the bone student center. Aided in setting up and tearing down catered campus events. Organized and restocked both prep and service ware for catering and dining staff.

VOLUNTEERING & LEADERSHIP

Member and Treasurer | Gents of Lincoln College | Lincoln, IL

Worked diligently alongside org advisor and five other executive board members to exemplify and showcase core values of our organization throughout the campus and wider Lincoln community by providing community service, fundraising events, community engagement services, and counsel to the underrepresented among us. My key responsibilities were to raise and manage funds for these various aspects of our organization's function. I also served as a peer advisor and source of counsel for freshman and sophomore students.

Volunteer | Midwestern Food Pantry | Champaign, IL

Worked with several other volunteers to clean commercial kitchen space, warehouse, and storage facilities to food-safety standards. Stocked shelves, worked to upcycle, and recycle discarded food packaging, aided in the recycling of food waste products to be turned into animal feed for local agricultural organizations. Further developed my outward communication and team-building skills.

Volunteer | Icrewood Apartments | Lansing, IL

Worked alongside the cook county, IL alderman and several other volunteers to purchase, organize, and distribute toys, groceries, and toiletries for the lower-income members-particularly the mothers, of the Icrewood apartment complexes of Lansing, IL. Worked as a food server during several other community outreach events, also at Icrewood.

SKILLS

- Microsoft Suite
- Cash Register Operation
- Industrial Coffee preparation machines
- Industrial Blending machines
- Operating Systems Installation and Operation: Windows (8, 10, 11), Linux (Kali, Ubuntu), Windows Server (2019, 2022)
- Hardware installation and troubleshooting: SSD, RAM, Power Supply Units (PSU), CPU (Processor installation), Heat Sinks, Motherboards, NIC (Network Cards), Printers, Monitor Technology, Projectors, etc.
- Stellar communication
- Problem-Solving
- Information Sourcing
- User Management and Security: Active Directory, Permission granting (Linux, Windows), User and Group Policy Management (Linux, Windows), Access Control Management (Linux, Windows)
- Command Prompts (Shells): PowerShell, Windows Command Prompt, Linux Shell Commands
- Programming (Web and Systems Applications): HTML5, CSS3, JavaScript, PHP, SQL, Java, C#, C++