



JB

Jeffrey Baker

IT Specialist

IT specialist with 6 years across help desk, endpoint management, and network administration for mid-market companies. Comfortable owning tickets from intake through root cause, standing up new hire equipment, and keeping a 400-user office running through patch cycles and outages.



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KEY SKILLS

- Windows and macOS endpoint support
- Microsoft Intune and Jamf Pro device management
- Okta single sign-on and identity administration
- Google Workspace and Microsoft 365 administration
- Zendesk ticketing and SLA management
- Active Directory and Group Policy
- Remote access configuration and troubleshooting (Cisco AnyConnect, GlobalProtect)
- Network fundamentals: switching, VLANs, address assignment, name resolution
- Patch management and vulnerability remediation
- PowerShell and Bash scripting for automation
- Hardware imaging, provisioning, and asset lifecycle
- Knowledge base documentation in Confluence

PROFESSIONAL EXPERIENCE

IT SPECIALIST | HALBERD ANALYTICS GROUP, RALEIGH, NC 2021 – PRESENT

- Own tier 2 escalations for a 420-person hybrid workforce covering Windows, macOS, Okta, and Google Workspace; average first-response under 12 minutes during business hours.
- Rebuilt the laptop imaging pipeline in Intune and Jamf, cutting new-hire provisioning from a day and a half to about 3 hours.
- Ran the office move to a new floor, including cabling coordination, switch config, and printer redeployment, with zero unplanned downtime for staff on Monday morning.
- Chair the quarterly patch review with the security team; caught a Chrome extension pushing traffic to an unknown host during one review and pulled it from the managed catalog.
- Mentor two junior technicians on ticket triage and customer tone in Zendesk.

HELP DESK TECHNICIAN | PINECREST REGIONAL INSURANCE, DURHAM, NC 2019 – 2021

- Closed roughly 40 tickets per week across password resets, remote access issues, Office 365 mailbox problems, and printer faults.
- Wrote and maintained the internal knowledge base in Confluence; 22 articles reduced repeat tickets on remote access setup by about a third.
- Set up conference room audio and video for weekly leadership meetings and stayed on call for board day.
- Assisted with the March 2020 shift to remote work, shipping equipment kits to 180 employees over three weeks.

EDUCATION

- Bachelor of Science in Information Technology, North Carolina State University, 2019
- CompTIA Network+ Certification, 2020
- CompTIA Security+ Certification, 2022

