

## **ANDREW BAXTER**

*Address withheld for privacy reasons*

andrew@gobaxter.com

### **EMPLOYMENT:**

#### **Digital Payment Technologies** (Burnaby, BC)

Network Administrator – November 2006 – Present

#### **Rogers Associate Financial Partners** (Calgary, AB)

IT Manager – February 2006 – August 2006

- Took the company from a workgroup setup to a client/server Windows domain with Active Directory
- Responsible for the company's entire IT infrastructure, including telecom
- Responsible for maintaining all hardware and software for the corporation
- Responsible for maintaining software licenses for the corporation
- Manage relationships with all of the corporation's IT vendors
- Responsible for training of users on corporate applications
- In conjunction with the marketing department, responsible for maintaining the corporate websites

#### **EDS Canada** (Calgary, AB)

Systems Administrator Associate – February 2002 – February 2006

- As a member of a team of 2.8, provided day-to-day desktop software and hardware installation and support to nearly 200 users in 7 locations in the Prairie and Territories for a Federal Government client
- Assisted users in creating, using, and leveraging various Lotus Approach and Lotus Notes databases
- Provided training to individuals and groups of up to 15 on the client's software products (Microsoft Office, Lotus SmartSuite and Lotus Notes), and specialized hardware devices (Blackberry, SmartBoard, video conferencing etc.)

#### **EDS Canada** (Calgary, AB)

Systems Administrator Associate – April 2001 – February 2002

- Supported EDS internal clients
- As a member of a team of 3, provided day-to-day desktop software and hardware installation and support to nearly 500 users in the client's Calgary Office
- Set up software images using Drive Image Pro for the client's standard desktop hardware reducing software installation time by 90%
- Acted as the document controller for the team's ISO 9001 quality system
- Administered a Windows 2000 file and print server used by the team for storing software installations and working documents
- Achieved over 95% customer satisfaction based on returned customer satisfaction surveys

#### **EDS Innovations** (now NexInnovations) (Calgary, AB)

Technician – April 2000 – April 2001

- Provided hardware break / fix support and desktop software support for a number of downtown Calgary clients
- Was awarded 6 peer-nominated service awards in 12 months, also ranked in the top 20 technicians across Canada for service in February 2001
- Earned certifications on-the-job from a number of hardware vendors, as well as being one of the first to successfully complete the CompTIA Server+ certification in Calgary

## **EDUCATION:**

**Productivity Point International**, Calgary AB

MCSE Certification Training (March, 2000)

**Acadia University**, Wolfville NS

Earned a BA with a major in Economics (May, 1999)

Earned a BBA with a major in Computer Science (May, 1998)

## **ACADEMIC AWARDS:**

Paul Tom Memorial Scholarship (1996, 1997)

Dean's List Scholarship (1995, 1996, 1997)

## **SKILLS SUMMARY:**

### **Operating Systems**

MS-DOS (18 years)

Windows 9x (10 years)

Windows NT 4.0 (3 years Workstation, 2 years Server)

Windows 2000 (3 years Professional, 1 year Server)

Windows XP (4 years)

Windows 2003 Server (1 year)

UNIX (5 years, client side)

### **Applications**

MS Office (12 years)

Lotus SmartSuite (4 years)

Lotus Notes (4 years)

### **Languages**

HTML (4 years)

C/C++ (1 year)

JavaScript (1 year)

### **Other**

PC repair (10 years)

Data networking (LAN) (5 years)

Printer repair (1 year)

## **REFERENCES:**

*References withheld for privacy reasons*