

## **WILLIS BAKER**

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### **EXPERIENCE:**

Sept. 2002 – Current

**The PC Computer Doctor, Huntington Beach, Ca.**  
Field Service PC Computers and Printers

Self Employed

March – August 2002

**American Tax and Financial Center, Fountain Valley, CA**  
Network Administrator/Field Service Technician

Responsibilities Include:

- ◆ PC & Printer Support On Site.
- ◆ Learn Quickbooks for Client Installations.
- ◆ Learn and teach and Implement Time Matters Software.

1997 – February 2002

**Hershey Business Systems, Santa Fe Springs, CA**  
Technical Support/Field Service Technician

Responsibilities Include:

- ◆ PC & Printer Support On Site.
- ◆ Telephone support for PC's running DOS, NOVELL, and all versions of the Windows OS and Windows based products.
- ◆ Assembling and testing of hardware.
- ◆ OCR for Forms template creating and troubleshooting.
- ◆ Training customers to use various Windows based programs.

1995 - 1997

**Unique Business Systems, Santa Monica, CA**  
Technical Support/Systems Assembler

Responsibilities Included:

- ◆ Co-Novell NetWare administrator.
- ◆ Telephone support for NOVELL, CITRIX, DOS and OS/2 based products.
- ◆ Assembling and testing of software and hardware.
- ◆ Troubleshooting.
- ◆ Customer service.

**EDUCATION:**

Time Matters, Cary, NC Advanced Administrator: Completed phase 1 of 3	06/02
Golden West College, Huntington Beach, CA. Course: Quickbooks 2000	05/02
OCR For Forms, Tampa, FL Advanced OCR for Forms certified October 2001	10/01
Micro Age Learning Center, Parsippany, NJ Major: NOVELL 3.11 & 4.0 certified CNE October 94	10/93 - 10/94
Orange Coast College, Costa Mesa, CA Major: Arbitrary Courses	6/87 – 10/90
Machinist Mate "A" School, Great Lakes IL Major: Steam Engine Repair Minor: Supervision	10/83 - 4/84
Parsippany High School, Parsippany, NJ	09/76 - 5/80

**COMPUTER SKILLS:**

Computers: IBM and compatibles Hardware PS2, AT & ATX.

Programs: Access, CorelDraw, Excel, Paintshop, Works, Winfax, PC-Anywhere, Procomm, Word Perfect, Word, Xtree, Dreamweaver, Frontpage, Time Matters, ATX Tax, ProWin Tax, and more.

Operating Systems: MS,PC & Novell-DOS, Windows 3.1,95,98  
Windows for Work Groups, NT 3.5, 4.0, 2000.  
XP, Novell 3-4, Citrix MultiUser, and OS/2.

I have a 5 station network in my house using XP, 2000, 98, and Unix.

**REFERENCES:** Available upon request