

Matthew G. Baker

7183 Russell Cave Road, Georgetown, KY 40324 859-785-6149

matthew_baker@outlook.com

- Objective** To obtain a position as a Senior Presales Engineer working in the network, compute, and storage field.
- Skills & Abilities** Experienced Solution Architect with the ability to communicate and lead customers in IT decisions based on engagement with the customer, the geography, and the industry. Developed relationships with area partners to bring strategy and technology training to improve customer engagement.
- Experience in Server technologies including Hyper-converged Infrastructure, standard rack-mount, blade, tower, and High Performance Compute systems.
- Experience with design and leading sales opportunities for storage products including Hyper-converged Infrastructure, File and Object Storage, Software Defined Storage, SAN devices, and Backup and Recovery.
- Worked on design and service implementations of Cisco Catalyst and Nexus equipment as well as Cisco UCS equipment.
- Experience** Tactical Remote Engineer, NetGain Technologies
From July 2020 to Present
- Help Desk Support for mostly HPE equipment including VMware, Windows Server, and various storage platforms.
 - Helped troubleshoot VPN login issues and other Windows Administrative Tasks
- Solutions Architect, Trace3
From April 30, 2018 to July 2019
- Assisted mid-market customers with Solution and Product designs for Cisco Networking and multi-vendor Storage and Servers including Dell Technologies.
 - Met with customers to discuss new Technology Trends and Products
 - Experience in Design, Writing, and Executing Statements of Work for Professional Service projects with Solution Sales

Solution Architect, Hewlett Packard Enterprise

From June 2015 to April 2018

- Work in Public Sector accounts including State and Local Government, College, College Medical, and K-12.
- Classified as Pan-EG which covers servers, storage, and data center networking.
- Cover the Ohio Valley including Kentucky, Ohio, Michigan, and Indiana.
- Lead RFP proposals with design, response, and presentations.
- Have configured enterprise grade server and storage systems including High Performance Compute systems for state departments and colleges, storage arrays and SAN's for local and state government agencies, and large scale storage systems for college healthcare.
- Trained internal sales representatives on customer interaction and finding the best suited product for the customer.

Technical Support Specialist, Ashland Chemical

From November 2014 to August 2015

- As a contractor, assisted in remote installation of retail network infrastructure in over 200 locations for Valvoline Headquarters in Lexington, KY.
- Became project lead of installation team.
- Brought on to help desk as permanent employee to support network troubleshooting and administer retail servers and thin clients.
- Administered PowerEdge with iDRAC and Wyse thin clients.

Education

Eastern Kentucky University – Richmond, KY – Computer Information Systems

Degree program included business application development, database administration, web services, and a mix of general business courses including management, finance, and accounting. Included a concentration in network management that involved Cisco network administration and design training. Earned a 3.1 GPA.

Communication

Have presented at trade show events on a variety of subjects that include servers, storage, and networking. Communicate with customers on the benefits of new technologies and assist with infrastructure decision making. Regularly attend technical tradeshow to learn about

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new technologies and designs. Engage partners in opportunities and knowledge transfer.

Leadership

Experienced working with RFP processes in Public Sector accounts that are always on a tight timeline. As the technical lead I pull together the resources needed to get a complete solution. This includes a network of contacts to assist with newly arrived technologies, legacy systems, and highly specialized products. Work in a position where self-leadership is the key to putting together customer interactions and leading the entire strategy from discovery to delivery and future support and upgrade paths.