

Robert L. Baxter, CISA

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What I Have To Offer

I am a skilled technologist, leader, and communicator with a can-do outlook backed up by extensive IT Audit, systems administration and applications support experience * Certified Information Systems Auditor (CISA) * ITIL Foundations certification * SOX/IT compliance * Windows, Unix/Linux, database administration * servers/storage/tape libraries/printers * infrastructure project management * IT data center and service desk management * change management * published author * award winning public speaker *

Technical Skills Summary

<i>Window server & Desktop MS Office/Visio</i>	<i>Solaris/Unix/Linux IIS</i>	<i>Document imaging & workflow Data Center Automation</i>	<i>Change management PowerShell</i>
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Testimonials

He has a high energy level and has consistently shown leadership and initiative in taking on new tasks in this ever-changing industry. (VP Technology and Pre-Publishing)

Bob approaches every task with a positive, can-do attitude, often finding creative solutions to difficult problems (Manager, Systems Administration)

I am hard-pressed to think of another co-worker who works as hard as Bob, who is as dependable, and who has produced such outstanding results (Senior Database Administrator)

Experience

- Audit the effectiveness of control systems through standardization and identification of common key control points with specific testing criteria. Determine if processes and controls in support of contractual security requirements are implemented as agreed to and demonstrable
- Collaborate with international management and technical teams to review/document/evaluate key controls for SOX 404 and other compliancy focusing on IT security, servers, networks, disaster recovery, and applications
- Perform audits to ensure compliance with standards, policies, procedures, and configuration guidelines
- Participate in the development of new compliance testing procedures
- Performed Review Team lead and International Retest Coordinator functions
- Train staff and management on compliance testing procedures
- Provide technical support to call center personnel and application developers for stock trading applications
- Monitor and troubleshoot distributed applications and middleware
- Perform error remediation and resolution
- Automate processes
- Perform installs of Windows based stock trading software
- Create, maintain, and execute system builds and installs
- Administer Windows Servers, UNIX/Linux, VMware, MS-SQL Server
- Install, maintain, monitor, and patch servers; Troubleshoot servers and processes
- Manage 24x7x365 Data Center and Service Desk running mission-critical customer service, accounting, decision-support and billing systems supporting 1000+ internal users
- Supervise staff (5-8 individuals) including goal setting, management of vacation/sick time, schedule coordination, mentoring, employee performance evaluations and related manager HR functions
- Administer source code management system, lead change management meetings, review and approve change requests
- Negotiate with vendors for procurement of software, hardware, and supplies
- Prepare budgets, monitor adherence, sign off on purchases within defined spending limits.
- Maintain and track licensing compliance for operating systems, COTS, and other software.
- Maintain and track status of hardware warranties and maintenance contracts.
- Implement, maintain, and monitor backups/restores and disaster recovery procedures
- Administer automated batch job scheduler and server monitoring systems
- Support users and computer specialists across multiple remote sites
- Train staff
- Implement physical infrastructure projects within data center; server installations, network, SAN, and power cabling
- Desktop software upgrade

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Employment History

Stock Brokerage (Mar 2014 –present)
Senior Applications Support Engineer

Administrative Lead at outsourcing firm assigned to healthcare firm and software vendor(Sept 2013 – Feb 2014)
Administrative Lead

Contractor assigned to worldwide I/T firm (May 2010-June 2011, Aug 2011-Sept 2013)
Security Delivery Specialist

Temporary and Self Employment:

(Independent) March 2010–May 2010 **Newspaper**, Desktop software upgrade
(Temporary Employee) June 2009 **Call Center** – FCC Contract, Digital Television Transition

Other Employment

Newspaper
Systems Administrator, Data Center & Help Desk Manager, Systems Programmer, Analyst, Programmer

Hospital industry
Analyst/Programmer

Education

University of Southern Colorado (aka Colorado State University-Pueblo), Pueblo, Colorado
BSBA in Business Administration, Computer Science Emphasis

Nonprofit/Professional Leadership Activities

Toastmasters International (Worldwide organization for communication and leadership skills development):
Successfully completed term as elected District Governor of a multi-state district serving 3000+ members belonging to 166 chapters

- ✓ Mentored, guided, and directed 50 volunteer leaders
- ✓ Established and oversaw budget with signature authority over all finances
- ✓ Directed multiple leadership training programs

Achievements and Awards

- ✓ Exceeded district's 2008/2009 goals for member growth, chapter growth and member achievement (Earned Distinguished District Award in recognition of superior achievement and dedicated leadership)
- ✓ Established cloud based email system & telephone/fax/conference calling services
- ✓ Earned two Distinguished Toastmaster awards (highest award in Toastmasters)
- ✓ Earned Excellence in Education and Training Award

Conference Presentations and Published Articles

Toastmaster Magazine

- September 2014 My Turn, "Fighting City Hall"

Presenter at Rocky Mountain Oracle Users Group Training Days Conference

- February 2008 "Presentation Skills for the Technology Professional"
- February 2007 "Server Virtualization"
- February 2004 "Ten Ways to Improve the Security of Your Systems"
- February 2000 "Oracle on Linux"

VM Update

- May 1994 "Encryption and Decryption for CMS Pipelines"
- January 1993 "Checking the Status of I/O Assist"
- September 1988 "Virtual SYSPCH/SYSIPT Files"