

***Christine D. Baker***  
***1132 Rodriguez Ct, Longmont CO 80501***  
***(720) 542-8815 / (720) 296-3476***  
***nquiring777@gmail.com***

ATTN: Recruiter or Hiring Manager

RE: Employment Opportunities

Please find my resume below for review and consideration in regard to potential employment opportunities. I seek a position in which I can work independently and effectively in a challenging environment with potential for professional growth. Please note that I am available immediately to begin a new position, preferably permanent but will consider contract or temp-to-hire.

I have a wide variety of skills and abilities to offer in a stable and challenging work environment, with room for professional growth. As my resume reflects, I have a multitude of technical, sales, administrative, and customer service skills I have developed on the job throughout 35+ years of career life. The ability to listen and quickly grasp what is required of me, a refined attention to detail, highly developed organizational abilities, and solid technical and general customer service and support skills are among my top "talents." I adapt well to change and remain flexible to accommodate fluctuating processes and environments. By nature, I have a strong work ethic emphasized by personal and professional integrity. I strive always to be a valuable asset to my employer, and I derive great satisfaction from excelling at what I do on a daily basis. I find helping others rewarding, whether it be in a small or great way. (\*Please note that administratively I also held word processing and administrative assistant positions not listed in my resume during the 1980s and early 1990s in the Boulder/Denver area, when I worked primarily in the legal field.)

Should you find my background and skills of sufficient interest to schedule an interview, please feel free to contact me at any time by phone or email. Thank you in advance for your consideration.

Best Regards,

Christine D. Baker

**Resume of Christine D. Baker**  
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**SKILLS AND BACKGROUND**

**Technical**

- Customer service and support, project coordination, database reports, spreadsheets, data entry and research
- Sales of hardware and software service and support contracts, primarily renewals
- Quoting and booking of small to large or complex hardware and software support contracts
- Proofreading, editing, and writing of procedural, instructional, and business documentation
- Proprietary application support, basic network support, systems monitoring, email administration
- Oracle OKS and 11i, Salesforce, Business Objects; some proprietary applications

**Administrative**

- Customer service and support, project coordination, organizational tasks, business correspondence, transcription
- Telephones, faxing, copying, filing, scheduling, calendaring, reception
- Microsoft Office/Word/Excel/SharePoint, Open Office, Star Office, Lotus Notes
- Typing 75 wpm, data entry 8000-15,000 kph (depending on type of data)

**EDUCATION AND LICENSES**

- Property & Casualty Licensing, 11/12; Life & Health Insurance Licensing, 07/12
- Medical Transcription, Aims Community College, Loveland CO, 10/01
- Medical Terminology, Front Range Community College, Boulder CO, 03/97
- On-the-job administrative and technical training and hands-on learning in various positions (35+ years)
- Fairview High School, Boulder CO, 1969 Graduate

**PROFESSIONAL EXPERIENCE**

**12/2012 – 03/2013 Amarx Search, Inc., Data Analyst, Contractor, Brocade Broomfield**

- Created written procedures for research steps and report generation for a Federal Sales Team project
- Ran reports in Business Objects, Salesforce, and Oracle Installed Base to identify potential revenue opportunities
- Performed Oracle Installed Base and other data research and utilized the data to build complex spreadsheets
- Assisted with some database cleanup; contract ended 3/22/13

**07/2012 – 11/2012 Bright Horizons, Broomfield CO, Customer Service Consultant**

- Backup Child Care Advantage Team (BUCA): Scheduled center-based and in-home care and handled related issues
- EdAssist Team: Provided students assistance with online tuition reimbursement submissions, supported the understanding of reimbursement policies and processes, and performed troubleshooting and resolution of issues

**08/2007-05/2012 Oracle America (previously for Sun Microsystems), Broomfield CO  
(09/2011-05/2012) Services Renewals Sales Representative**

- Sold renewals of Oracle Premier hardware and software support contract renewals to existing small- to medium-sized customers in an assigned territory (100-150 renewals per quarter), and sold new support for assigned accounts
- Managed a tracking queue of pending renewal quotes and accounts and recorded associated phone and email contact
- Obtained purchase orders, processed quotes and booked contracts to active status
- Ran spreadsheets and reports on expiring contracts for both customers and partners/resellers for the renewals process
- Handled customer account issues and identified data corrections to submit through the service desk ticket system
- Attended staff meetings and online webcasts on enhancements to Oracle tools, applications, sales tools
- **(08/2007-09/2011) Complex Quote Analyst (for Sun Microsystems and Oracle following 2010 acquisition of Sun)**
- Quoted complex hardware and software service contracts for Direct, Partner, Point of Sale, and other lines of business
- Verified new and renewal quote data by building spreadsheets to resolve all pricing or product code issues
- Submitted service desk tickets for database corrections per Oracle applications, processes, and procedures

**11/2004-05/2007 IDEXX Laboratory Services, Broomfield CO, Medical Transcriptionist**

- Full-time transcriptionist for global veterinarian pathologists in laboratory facilities
- Typed dictated cases to final form, and proofread and edited for grammar, punctuation, spelling, and structure
- Focus was on cytology, morphology and histopathology
- Progressed through Level I and II to Level III Transcriptionist status

**2002-2004 Self-Employment and Supplemental Temporary Positions, Boulder/Longmont CO**

**Self-Employment** Telemarketed mortgage loan applications from a home-based office for submission to brokers  
**Temporary and Part-time Positions**

- Act 1 Personnel, Content Editor (for a Longmont company) - temporary HTML updating of a catalog web store
- Concepts Direct, Seasonal Call Center Rep - catalog order entry
- Western Sky Homebuilders, LLC, Administrative Assistant - assisted with project coordination, permits, vendor tracking, bid system, administrative tasks and customer service issues
- NetIdentity/Mailbank Inc., Part-time Email Support Representative - provided remote evening and weekend Level 1 support to email account users from a home-based office

**1997-2001 Long-term Contractor Technical Positions, Boulder/Longmont CO**

- **(2000-2001) Highland Management, IBM Client Site, Boulder CO, Help Desk Agent and Technical Writer Amtrak Help Desk**: Troubleshooting and problem resolution for software, hardware, and network issues as well as remote online support of credit card system ticketing machines  
**Technical Writer**: Writing, proofreading, and editing of an IBM Global Services State of California server migration project deliverable, an SDC West hardware planner's guide following EOP guidelines, and ongoing updates to the Boulder Site Disaster Recovery Plan and other accounts for disaster recovery of critical services and systems.
- **(2000) Robert Half, Northrop Grumman Client Site, Longmont CO, Customer Support Representative** Worked on the State of Texas account providing problem determination and resolution for proprietary CAPS and IRA applications utilized by social workers at the State of Texas Department of Protective and Regulatory Services Agency
- **(1997-1999) CTG, IBM Client Site, Boulder CO, CLAIM Customer Representative** Provided Level 1 and Level 2 support of end-users for an IBM proprietary CLAIM application through problem resolution and report generation, service desk ticket submission to developers for code issues, and server monitoring; received a CTG Customer Appreciation Award
- **(1997) Tascor, IBM Client Site, Boulder CO, Administrative Procurement Coordinator** Coordinated information between requestors, buyers, and suppliers, helped troubleshoot purchase order issues and performed data entry, printing and scanning of alterations, distributed buyer reports, managed a "must-answer" line

**1994-1996 Metro Wastewater Reclamation District, Denver CO, Senior Secretary**

- Proofread, edited, and rewrote sections of procedural and training manuals for Operations and Training Departments
- Edited and updated lab reports and documentation
- Wrote committee meeting minutes for Safety, Training Advisory, Emergency Response, and Confined Space Entry
- Generated, proofread, and edited graphs, statistical tables, organizational charts, and business correspondence.

**PROFESSIONAL REFERENCES**

- David Young, Oracle America (303) 272-2216 [david.v.young@oracle.com](mailto:david.v.young@oracle.com)
- Rosemary Martinez, Oracle America (303) 272-7894 [rosemary.martinez@oracle.com](mailto:rosemary.martinez@oracle.com)
- Dana Hinricks, Oracle America (720) 480-7289 [dana.hinricks@oracle.com](mailto:dana.hinricks@oracle.com)