

Christopher L. Baird

IT professional in Peoria, Illinois. Open to full-time IT roles, on site or remote.

[BairdSystems.Com](#) [LinkedIn](#) [GitHub](#) [Contact form](#)

Summary

IT professional with 15+ years across end-user support, systems and server administration, identity and access management, cloud and virtualization, and enterprise application support in Fortune 500 manufacturing, utility, and enterprise environments. Experienced owning escalations and root-cause analysis, administering Active Directory and Entra ID, managing endpoint fleets and imaging, supporting Microsoft 365 and business-critical applications, and maintaining backup and disaster recovery. A consistent automator who scripts repetitive work out of existence, a clear communicator with technical and non-technical audiences, and an early adopter of AI tools for everyday productivity. B.S. and M.S. in Information Systems; CompTIA Security+ in progress.

Experience

Substitute Teacher — Technology	Peoria Public Schools District 150 — Sterling Middle School	Mar 2026 – May 2026
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- Instructed middle school technology coursework and supported classroom systems and student devices.

HR IT Analyst contract Caterpillar	Oct 2025 – Mar 2026
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- Served as first point of contact and escalation resource for 1,000+ users across hardware, software, access, and application issues.
- Administered Active Directory and Entra ID — provisioning, deprovisioning, security groups, SSO and MFA troubleshooting.
- Supported Workday (HRIS) and Microsoft 365 including Exchange, Teams, SharePoint, and OneDrive.
- Owned onboarding and offboarding end to end, handling 15-25 onboardings and offboardings a week.

Field Support Representative HCL (Contracting at Caterpillar)	Jan 2025 – Oct 2025
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- Delivered deskside, break-fix, and IMACD support across 500+ Windows and macOS endpoints with 95%+ first-contact resolution.
- Imaged, configured, and deployed workstations; managed devices through Intune and handled data migration.
- Maintained hardware inventory, prepared loaner and spare devices, and coordinated warranty returns with vendors.

IT Specialist contract Ameren Illinois	Nov 2023 – Apr 2024
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- Supported 300+ users across desktop, server, and cloud systems in a utility environment.
- Managed device provisioning and patching.

MES Operations Analyst contract Rivian	Mar 2023 – Nov 2023
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- Supported Manufacturing Execution Systems across 100+ plant-floor production stations, sustaining 99% uptime.
- Served as primary contact between IT and Operations, troubleshooting production applications, servers, and connectivity.
- Queried system databases with SQL to trace defects and validate production data.

Server Administrator contract Caterpillar	Jun 2022 – Mar 2023
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- Built, configured, and maintained Windows servers and VMware/Hyper-V virtualization environments at 99.5% availability.
- Deployed and maintained Azure Virtual Desktop environments; administered Azure and AWS cloud resources.
- Managed Active Directory, DNS, DHCP, firewalls, and VPN; applied patching, hardening, and RBAC access controls.
- Maintained backup strategies, performed restore drills, and supported disaster recovery planning.
- Developed Python, PowerShell, and batch automation for routine administration and diagnostics.

Junior IT Analyst contract | John Deere

Dec 2021 – Jun 2022

- Resolved escalated hardware, software, and connectivity issues via ServiceNow with a 90% resolution rate.
- Managed user accounts and access and documented solutions for reuse across the team.
- Built a reporting automation that replaced a manual Excel-file process, generating the reports used for troubleshooting and eliminating approximately 40 hours of manual work per month.

Field Support Technician contract | Caterpillar

Aug 2021 – Dec 2021

- Provided on-site support, imaging, installation, and troubleshooting for hardware, software, and peripherals.

Level 2 Customer Care Advisor | Conduent

May 2016 – May 2018

- Handled Tier 2 escalations in a high-volume 24/7 call center, recognized in the top 1% for customer service.
- Documented all customer activity and resolutions in Salesforce while managing multi-line call queues.

Technical skills

Cloud & Virtualization	Amazon Web Services (AWS), Microsoft Azure, Azure Virtual Desktop (AVD/WVD), VMware, Microsoft Hyper-V, cloud performance & cost monitoring
Identity & Access Management	Active Directory, Microsoft Entra ID (Azure AD), Single Sign-On (SSO), Multi-Factor Authentication (MFA), user provisioning & deprovisioning, role-based access control (RBAC), security & distribution groups, Group Policy, password resets, account lifecycle across SaaS applications
Server & Infrastructure	Windows Server administration, physical & virtual server build and configuration, patching & updates, performance monitoring, high availability, backup & restore, disaster recovery planning and drills
Endpoint & Device Management	Microsoft Intune (MDM), system imaging & deployment, workstation configuration, device lifecycle, asset & inventory management, hardware diagnostics and repair, printers & peripherals, IMACD
Operating Systems	Windows 10/11, Windows Server, macOS; Linux command line (basic)
Microsoft 365	Exchange & Outlook, Microsoft Teams, SharePoint administration, OneDrive, Word, PowerPoint, advanced Excel including macros and VBA; licensing & account administration
Networking	TCP/IP, DNS, DHCP, VPN, LAN/WAN, Wi-Fi, firewall administration, connectivity troubleshooting, remote access & remote support tools
Databases & Reporting	SQL query development, Oracle, DB2; data validation and operational reporting
Programming & Scripting	Python, PowerShell, Java, SQL, batch scripting; process automation and workflow tooling
ITSM & Ticketing	ServiceNow, Salesforce (case & record management), incident and problem management, escalation and SLA management, knowledge base authoring, ITIL practices
Enterprise Applications	Workday (HRIS), Manufacturing Execution Systems (MES), HR and business-critical application support, vendor coordination, software licensing compliance
Security	Endpoint security & hardening, patch management, vulnerability remediation support, encryption support, access controls, security-event triage & escalation, compliance awareness
AI & Productivity	Daily use of AI assistants for research, troubleshooting, documentation and workflow efficiency
Professional Skills	End-user training & onboarding, technical documentation & runbooks, mentoring junior staff, cross-functional collaboration, public speaking (Toastmasters)

Education

M.S., Information Systems — Illinois State University	2020
B.S., Information Systems — Illinois State University	2013

Certifications and licenses

CompTIA Security+ — in progress

Illinois Professional Educator License — CTE endorsement, Information Technology (grades 5–12), valid through 6/30/2030

Illinois Substitute Teaching License — valid through 6/30/2030

Valid Illinois driver's license; reliable transportation and insurance

Active member, Pimiteoui Toastmasters International