

Marcus Baker

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Education

Bachelor of Science Technical Writing and Communication | December 2017 | University of Minnesota Twin Cities

Associate of Science Computer Science with High Honors | May 2016 | Normandale Community College

Associate of Science Engineering Foundations with High Honors | May 2015 | Normandale Community College

Associate of Arts Mathematics Emphasis with High Honors | May 2015 | Normandale Community College

Skills

- **Software:** Windows, InDesign, Illustrator, Photoshop, Word, Excel, PowerPoint, Google Docs, Linux, C, Python, Java, HTML, XML
- **Hardware:** Circuit design, Arduino, Raspberry Pi, HP printers, Canon copiers, Dell desktops and laptops, Android mobile devices

Experience

Technical Writer | Daikin Applied | January 2018 - Present

- Produced product and accessory marketing documents using Word
- Created new style and document templates, and retroactively applied the styles to previously created materials
- Collaborated with product teams to ensure content was concise and relevant
- Researched product information and delivered new content with a consistent format and voice

Editor | Freelance | October 2017 - December 2017

- Provided copy, proof, and substantive editing for Jim Hall's *Coaching Buttons*

Technical Writing Internship | The Toro Company | May 2017 - August 2017

- Created written content, layout, and visuals using Adobe Creative Cloud (InDesign, Illustrator, and Photoshop) and PTC Creo Parametric 3D Modeling software
- Collaborated with product technicians and engineers to write the Toro BRC-28 Brush Cutter service manual
- Researched Toro's service libraries and consolidated testing procedures for the Toro General Testing Procedures Manual
- Edited technical documentation produced by other interns

Academic Technology Support | Normandale Community College | August 2013 - May 2015

- Wrote documentation and created wiring diagrams for classroom technology stations using Microsoft Word and Visio
- Created end-user specific "How-To" documentation for new classroom equipment
- Installed and configured classroom computers, document cameras, and audio/visual equipment
- Provided second level telephone and desktside technical support for 640 users

Workstation Administrator | Dorsey & Whitney LLP | January 2004 - August 2013

- Created "Quick Start" guides on how to use eCopy terminals for end users
- Wrote technician specific eCopy installation guide for Workstation Services department
- Installed, maintained, and repaired desktop and laptop workstations for 1500 users