

Curriculum Vitae | Craig Baker

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Marital Status. Married.
Driving licence. (Car/Van) Full clean.

EMPLOYMENT HISTORY

07/2014 – Present **Zeta Automotive** (Senior Support Engineer).

Zeta Automotive is a technical engineering company and a subsidiary of Arriva, a large European public transport company operating buses and trains. EconoSpeed is a vehicle telematics system incorporating active acceleration control and speed limiting functionality.

Appointed as Support Engineer and tasked with integrating EconoSpeed devices into vehicles across the Arriva bus fleet. I developed the process of survey > design > prototype to produce vehicle specific install packs for fitment by Arriva engineers. I produced installation and technical documentation and conducted engineer training throughout the UK & Europe. Additionally, I was responsible for conducting drive tests and agreeing acceptable system configurations with stakeholders at all levels.

Promoted to Senior Support Engineer in 2016, my roll became hybrid with more time spent in the office. I continue to provide technical support, manage a team of engineers and provide ongoing customer training. I coordinate and carry out device test & repair and work closely with the sales team, fielding technical questions and presenting information to customers during sales meetings.

EconoSpeed successfully rolled out to 3000 vehicles in the UK and an additional 500 vehicles in Europe.

Responsibilities.

- Sole point of contact for EconoSpeed technical support to customers across the UK and Europe.
- Coordinated a small team of engineers maintaining EconoSpeed throughout Europe.
- Design bespoke installation packs for each in-scope vehicle variant across customer fleets.
- Produce and maintain installation manuals, training documentation and technical service bulletins.
- Create and maintain a customer facing intranet site and repository for technical documentation.
- Design wiring harness and provide manufacturers with accurate drawings and documentation.
- Liaise with manufacturers for the procurement of prototypes and final products.
- Attend sales meetings with new clients to field technical questions and present technical information.
- Prepare and conduct installation and maintenance training, both on-site and remotely over Microsoft Teams.
- Analyse commissioning and fault report data to identify trends and deploy pre-emptive maintenance.
- Feedback to the R&D team to promptly identify and rectify issues associated with the EconoSpeed product.
- Liaise with stakeholders at all levels to agree system configurations and revisions.
- Coordinate and perform device testing and repair at PCB level.

Notable Achievements.

- Supported the Zeta R&D team at Millbrook Proving Ground to collect performance and fuel usage data for publication.
- Coordinated hardware integration and provided technical support for the ISA (Intelligent Speed Adaptation) pilot conducted by TfL (Transport for London).
- Designed and fulfilled installation hardware for a vehicle Geofencing project in Sweden remotely whilst working from home during the COVID pandemic.
- Successfully rolled out and supported 3500 EconoSpeed installations.

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01/2012 – 07/2014 **Diamond Bus Company Limited** (Regional Auto Electrician).

- Responsible for auto-electrical diagnostics and repair of a 200 vehicle fleet across five sites.
- Pre-emptive and on-demand electrical maintenance of vehicle and ancillary systems.
- Installation and maintenance of retrofit electronic systems including CCTV, Communications, fuel delivery/monitoring systems and passenger information displays.
- Diagnosis and rectification of vehicle CAN networks.
- Vehicle harness replacement and full vehicle re-wires.
- On-call for emergency and out of hours work.
- Covered the Engineering Managers roll during period of absence.

01/2011 – 12/2011 **General Dynamics UK Limited** (Bowman uplift engineer. Temporary Contract).

- Responsible for BCIP firmware uplift and test of Bowman tactical communications hardware at GD Ashchurch.
- Deployed to facilities around the UK and worked on my own initiative to execute on-site BCIP uplifts (Remove>uplift>test>refit>document).
- Six week secondment to GD Donnington supporting their Bowman audit team (Pre/Post Warrior overhaul).
- Maintenance of DFF (Deployable Flashing Facility) used to uplift Bowman hardware.
- Retrofitting of cabling and hardware in military vehicles.

12/2010 – 12/2011 **Johnson Security** (Vehicle electrical engineer. Temporary contract).

- Assembly, test and installation of electrical cabinets to new build cash in transit vehicles.
- Manufacture of wiring harnesses from schematic drawings.
- Testing and quality control.

2006 – 2010 **21st Century Technology** (Installation Engineer).

- Installation and maintenance of multi channel CCTV systems to public transport vehicles.
- Installation and maintenance of Driver Behaviour telematics systems to public transport vehicles.
- Mobile installation of communications, telematics, security and audio products to cars, LCV & HGV.
- Fault diagnosis and rectification of retrofit vehicle systems.
- Vodafone hands free installations & service.

1996 – 2006 **Sounds Alarming** (Self-employed installation engineer).

- Business development and ongoing management of customer base.
- Trade and retail sales of product portfolio.
- Installation and service of product portfolio.
- Auto electrical diagnosis and repairs.
- Subcontract installation service of communications, telematics & security products.

1995 - 1996 **M&L Auto Services** (Manager).

- Day to day running of a busy workshop.
- Responsibility for achieving monthly sales targets.
- Dealing with retail and trade customers from initial contact to invoicing and after sales care.
- Dealing with suppliers from sourcing new products to ordering and warranty returns.
- Installing vehicle security car audio and communications products.
- Auto electrical diagnosis and repairs.

1994 - 1995 **Inca in car entertainment Gloucester** (Manager).

1989 - 1994 **M&L Auto Services Gloucester** (Installation engineer).

1987 - 1989 **A&B Autospares** (Assistant manager).

1986 - 1987 **John Wilkins Honda** (Parts department assistant).

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PROFESSIONAL COURSES ATTENDED THROUGH WORK

2014	Wright Bus KIBES-32	PSV Diagnostics course.
2012	Actia Multi-AID	PSV Diagnostics course.
2012	Opore Passenger vehicles	Hybrid vehicle familiarisation.
2011	Bowman Communications	Bowman radio familiarisation.
2008	21 st Century CCTV	PSV CCTV installation course.
2007	Toad Vehicle Security	CAT1 Technical Training.
2007	Sigma Vehicle Security	Technical training (upgrade systems).

EDUCATIONAL QUALIFICATIONS

1981 – 1986	Saintbridge school Gloucester CSE Maths (Pass), English (Pass), Physics (Pass), Metalwork (Pass), Art (Pass).
1986 – 1987	Gloucester College of art and technology City & Guilds Motor vehicle engineering PT1 (Pass)

INTERESTS

I love to cook and with the exception of the odd disaster I've become reasonably accomplished.

I am keen to develop my knowledge of electronics, in my spare time I've designed several (simple) printed circuit boards.

Family

I enjoy spending time with my family. I'm married to Caroline, we have a son Edward who is studying Bio medical science at Plymouth university and a daughter Elizabeth who is a keen musician and gymnast.