

BENJAMIN LABAREE JR.

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Position Sought

Computer/Printer Hardware Field Service Technician

Objective

A field service position for computer and printer hardware where high productivity, building customer satisfaction & loyalty and the ability to function independently with low maintenance are all-important.

Strengths

- Skilled hardware technician; especially strong on HP printers. I love fixing things!
- Dedicated to providing the best in customer service, building a lasting relationship.
- Excellent oral and written communication skills.
- An eye for process improvement by working smarter, not harder.
- Long record of working independently.

Certifications

A+
Dell
Hewlett Packard
IBM/Lenovo
Security clearance by Maine State Police

Experience

CBE Technologies; So. Portland, ME 2003–January 2009

Field Service Technician. Assigned to State of Maine in Augusta, working independently from an office provided by the State. Managed service order queue and performed field hardware repair and maintenance on Compaq, Dell, Gateway, HP, and IBM PCs plus HP and occasional odd printers. Built a very strong relationship with the State IT department staff and management. Responsibilities included parts ordering & inventory management, warranty verification and documentation, records keeping, customer communications and maintenance of company vehicle.

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ValCom; South Portland, ME 1996-2002

Field Service Technician. Performed field repair and maintenance of most brands of PC's and printers. Was assigned to cover all State of Maine offices north of Portland, including the State Capital. Initiated the concept of working independently from home, thereby saving 150 miles and 3 hours travel per day. Responsibilities included parts ordering, warranty verification and documentation, records keeping, customer communications and maintenance of company vehicle.

Company was sold to CBE Technologies. See above.

Alpha Business Systems; South Portland, ME 1981-1996

Field Service Technician. Sole statewide responsibility for all customer support for Syntrex word processing systems. Handled all hardware repair and maintenance as well as parts ordering, software maintenance and operator support, both telephone and in person. Worked independently. Other responsibilities included typewriter & calculator repair, both mechanical and electronic, and assembling clone PCs.

Labaree Business Machines; Bath, ME 1973-1981

Owner, manager of office equipment company. Responsible for all outside sales, service work, inventory and financial management. Authorized dealer for Olivetti and Sharp office equipment. Company earned an excellent reputation, experiencing steady growth in both sales and service from start-up until sale to Alpha Business Systems in 1981.

References available upon request