

1981	FIELD SERVICE	<p><b>Field Service Technician</b></p> <p>Responsible for field repair on <b>Canon copier</b> products.</p>
1983		<p><b>Computer / Printer Technician</b></p> <p>Responsible for field repair on all <b>computer</b> and <b>printer</b> products sold. Additionally responsible for <b>in-house</b> computer repair, system <b>backups</b> and routine maintenance.</p>
1985		<p><b>Fax / Computer Supervisor</b></p> <p>The <b>Field Service Supervisor</b> is responsible for the activities of up to 10 <b>Field Service Technicians</b>. Responsibilities include aiding technicians as necessary, training, following up on down machines, problem service calls and parts orders.</p>
1992		<p><b>Service Manager</b></p> <p>Responsible for all "field" activities of the <b>Service Department</b> including all field repair and the associated customer satisfaction.</p>
1994		<p><b>VP of Service</b></p> <p>The <b>VP of Service</b> is responsible for all activities of the <b>Service Department</b> including <b>HR</b> (hiring, firing, discipline), <b>profitability</b> and <b>revenue growth</b>, customer satisfaction, purchasing and vendor relationships. Additionally, the VP of Service is responsible for logistics, shipping &amp; receiving, setup &amp; delivery of equipment, shop repair, service admin functions (including dispatch) and the supply department.</p>
1997	SYSTEM INTEGRATION	<p><b>System Engineer</b></p> <p>Responsible for initial connection and ongoing customer support for all digital and connected devices – specializing in <b>Imaging Products</b>. Approximately 25% pre-sales activity.</p>
1999		<p><b>System Analyst (iR110)</b></p> <p>Responsible for configuring, designing and implementing software and hardware based solutions for customer's workflow and data printing needs. Approximately 50% pre-sales activity.</p>
2000		<p><b>Manager of Digital Systems</b></p> <p>Responsible for the <b>policies &amp; procedures</b> (including <b>revenue growth</b>) surrounding digital &amp; connected systems support. Direct reports; <b>Network Engineers</b>, <b>System Analysts</b> and <b>CSRs</b>.</p>
2002		<p><b>Office Document Specialist</b></p> <p>The <b>Office Document Specialist</b> is responsible for <b>100% pre-sales support</b> with all <b>high-end</b> connected products. Engagements with sales representatives should be limited to large and major accounts at the C-level.</p>
2003		