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**OBJECTIVE:**

To obtain a career in technology sales and management where I will utilize my 3+ years management experience, at the same time allowing me to achieve personal and professional growth.

**PROFESSIONAL SUMMARY:**

Successful sales professional with 3+ years experience in technology and retail environment. Maximize bottom-line performance through P&L, merchandising, staff management, loss control and inventory management.

**Top-ranked EasyTech Supervisor with a three-year history of sales success.** Recognized for contributions to record-setting sales figures as a five-time district "Employee of the Month" honoree.

**Proven ability to lead sales teams to achieve million-dollar revenue gains.** Offer an in-depth understanding of the sales cycle process and remain focused on customer satisfaction throughout all stages.

**CORE QUALIFICATIONS:**

**Small business owner**  
**Team leadership**  
**Sales Management**  
**Client/Vendor relations**  
**Inventory report generation**  
**Staff training and development**  
**Customer relations**  
**Security Management**

**WORK EXPERIENCE:**

**Keep Me Busy Landscaping Company – Co-Owner** **09/2007 - Current**

Work with and manage others to complete tasks efficiently and on time.  
Work with customers to give accurate estimates both monetary and time frame.  
Work with and advise customers of their landscaping needs.  
Operate various equipment.  
Maintain excellent customer service in all aspects.

**Easy Tech Sales Supervisor - Staples Office Supply** **12/2012 - 06/08/13**

Manage all associate work flow while on the sales floor.  
Educate associates about extended service plans and technical services.  
Evaluate associates sales behavior and work with them to better their sales abilities.  
Monitor and coach associates in a positive manner to encourage proper selling behaviors.  
Interpret sales data, reports and projections, and relay them to the sales team in a comprehensive fashion.  
Oversee the department to insure displays are completed timely, items are in stock, associates are busy at all times, and always putting the customer first.  
Write and create the break schedule.  
Execute weekly security checks.  
Inform staff of stores success and weak areas.  
Hold meetings and speak about sales numbers, goals, and success stories.  
Holds keys for the store; occasionally responsible for opening or closing the store.  
Must know and operate within all of the companies policies.  
Must remain calm under dares and keep a neutral position when dealing with customer issues.  
Make decisions quickly regarding customer issues and or complaints and follow through with final decision.

**Shift Supervisor - Securitas Security Services U.S.A. Inc. 10/2012 – 06/01/13**

All previous Security Officer responsibilities.  
Responsible for training new Officers.  
Direct supervisor for Security Officers during normal shift operation.

**Certified Easy Tech On-Site specialist – Staples Office Supply 08/2012 – 12/2012**

All previous Certified Easy Tech Specialist responsibilities.  
Required to pass additional technical assessment and must pass with at least 98%.  
Required to have a clean driving record.  
Ability to navigate to the customer home address and complete all requested services quickly and efficiently.  
Talk with the customer while working to see if there is any other service that customer might need while on-site.  
Work within the customer's personal space to complete the job in a professional manner.  
Work with and show the customer how the job was completed and teach them how to operate their new/existing device.  
Make the customer feel comfortable with you in their home and work to keep a positive experience for the customer.  
Working knowledge of residential wiring and home networking.  
Ability to asses the situation and make judgment calls on the spot with the customer and company's best interest in mind.

**Resident Easy Tech - Staples Office Supply 01/2012 – 08/2012**

All previous Certified Easy Tech Specialist responsibilities.

Responsible for insuring the work space for repairing PCs is neat and organized.  
Mentoring other associates in repairing PCs and trouble shooting issues.  
Working together to achieve tech sales goals.

**Security officer- Securitas Security Services U.S.A. Inc.**

**07/2011 – 07/2012**

Responsible for monitoring four security systems simultaneously. Including Lenel, Honeywell, Amag, and video surveillance.  
Patrol three separate buildings by foot and two yards by truck within an allotted time.  
Work with a partner for 16 hour shifts.  
Extensive grounds and building knowledge.  
Responsible for emergency coordination and must remain calm under extreme distress.  
Expert level computer skills required to control access to over 150 building across the state remotely.  
Responsible for Federal security clearance access control.  
Responsible for all persons safety in the buildings or on the grounds.  
Must operate within strict Federal guidelines and not falter from the regulations set in place for safety.

**Certified Easy Tech Specialist – Staples Office Supply**

**07/2011 -01/2012**

All previous Easy Tech Associate responsibilities.  
Troubleshoot and/or diagnose computer and other electronics issues.  
Assess the problem and lay out a plan of action to achieve the repair.  
Make judgments on the value of a computer and recommend services based on multiple factors to give the customer the best solution.  
Identify broken parts and order replacements.  
Use the internal service tracker to keep notes on repairs and update other techs about machine statuses.  
Contact customers on the phone and keep in touch with them even after the service is complete to ensure satisfaction.  
Excellent typing ability to keep detailed notes as to the services completed steps.  
Extensive knowledge of operating systems Windows XP, Vista, 7, and OSX

**Easy Tech Associate – Staples Office Supply**

**01/2011 – 07/2011**

Work on the sales floor stocking shelves and help customers to the correct product.  
Work under pressure in a competitive sales environment to meet sales goals as a team and a personalized weekly sales goal for extended service plans and tech services.  
Excellent verbal skills to explain, relate and compare different electronics.  
Carefully listen to the customer to accurately recommend products meeting their specific need.  
Asses customer body language for readiness; adjust pace and personal body language to mirror customers.  
Sell PCs and all accessories.  
Maintain and check security of high ticket items to insure theft is minimized.

Requires a working knowledge base of all the electronics in the store.  
Memorization of the price point of the extended warranties technical service and the terms and conditions of each.  
Required to work alone in the department helping customers and completing daily tasks on time.  
Responsible for setting displays for new product.

**Cashier- Staples Office Supply**

**01/2010 – 01/2011**

Quickly and efficiently check out customers (using a POS) while being courteous and aware of surroundings.  
Responsible for asking about rewards program, the hot buy of the week pen, and inform the customer about the survey at the top of their receipt.  
Keep work space free of clutter to maximize efficiency.  
While slow, work around the register area to keep them neat, clean, and organized.  
Responsible for keeping track of break schedules.  
Answer incoming customer service phone calls.

**Technical assistant – Hall - Dale High school**

**05/2007 – 08/2007**

Complete Apple licensed warrantee and repair certification.  
Diagnose and replace broken parts on school issued MacBooks.  
Disassemble student laptops and replace internal components. (screen keyboard, hard drive, logic board, NIC, ram, exterior case, hinges, uni-frame repair)

**EDUCATION:**

**Capital Area Technical School, Augusta, Maine**

**09/2007 - 06/2009**

Technical degree in Graphic Arts and Printing. GPA: 3.6

**COMPUTER & APPLICATION SKILLS:**

Expert level – troubleshoot issues and train others

**Windows (XP, 7, 8)**

**Macintosh OSX (Lion, Mountain Lion)**

**Microsoft Software (Word, Excel, PowerPoint, OneNote, Outlook, Publisher)**

**Adobe (Photoshop, Indesign, Illustrator.)**

**Lenel security server 2010**

**Amag security maintenance 2013**

**Honeywell**

