

Brett LeBaron

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EDUCATION:

Salem State University
Bachelor of Business Administration
Concentration: Marketing
Minor: Economics

Salem, MA
May, 2009

EXPERIENCE

EBSCO Information Services - Topsfield, MA

Customer Account Specialist - 12/2012-Present

- Provided technical support for a territory of important customers in an independent role.
- Write and perform SQL queries to run reports and find information for a support case
- Participated in Leadership Development course
- Created and presented basic and advanced employee training materials for team members.
- Provided on-site training and support to library staff members at seven universities
- Helped customers track and analyze database usage statistics and optimize the product experience.
- Evaluate and grade team member's performance
- Train team members on expert skills and procedures
- Assist with beta software bug testing

EBSCO Publishing - Ipswich, MA

Technical Support Representative - 11/2011-12/2012

- Provided technical support via phone and email to Universities, Hospitals, Libraries, and Military organizations for online research database products
- Expert team member in many facets, assisting colleagues when needed
- Provided training to team members
- Worked on extra projects on behalf of other teams

Grid Solutions, Inc. - Marblehead, MA

Project Coordinator - 09/2010-10/2011

- Employee for small electrical services software startup company, one of 100 D.O.E Smart Grid Investment Grant companies.
- Helped design Demand Response Management System (DRMS) software package for electric utility companies to reduce peak-time electrical load.
- Acted as liaison between Sales, CEO/management, and Development, keeping track of progress on projects and requirements.
- Developed and implemented software testing procedures and training materials.
- Researched, compiled and analyzed huge sets of electricity data in Excel.
- Helped manage sales process, including contact lists, scheduling, and documentation of sales calls.
- Responsible for document version control for Grid Solution's response to a utility's RFP for an electricity DRMS.