

Benjamin Boyer

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PROFESSIONAL EXPERIENCE

Customer Service Representative

Shaws Supermarket, Milford

July 2019 – Present

- Utilize five steps of retail selling to connect with customers, qualify their needs, present solutions, close sales, and foster lifelong customer relationships.
- Supervise and mentor a team of 10-25 associates, ensuring efficient operations in a fast-paced environment.
- Manage and approve the work of baggers, checkers, and service desk clerks, maintaining high standards of customer service.
- Achieve operational goals related to labor costs, productivity, supply expenses, and cash management.

Microsoft Managed Service Provider Technician

Cloud Solved IT, Milford

June 2023 – February 2024

- Provided comprehensive support for non-hybrid and hybrid client environments.
- Managed Windows and Windows Server systems, ensuring optimal performance and security.
- Oversaw cloud services, including Azure and Microsoft portal management, aligning with best practices in cloud security.
- Managed over 40 clients, deploying projects such as FIDO key rollouts.
- Helped clients meet governmental compliance standards.

SKILLS

- Advanced skills in Windows, Windows Server, and end-user management.
- Strong ability to manage and deliver projects on time, ensuring client satisfaction.
- Exceptional verbal and written communication skills, adept at engaging with diverse audiences.
- Continuous learning and client relationship management.

EDUCATION

Framingham State University, Massachusetts

Bachelor of Science in Business Information Technology

Expected Graduation: May 2025

- Minor in Computer Science

ACTIVITIES

Student Government Association (SGA), Framingham State University

Senator, Financial Committee

May 2022 – Fall 2023

- Assisted in managing and allocating funds for student organizations, working closely with the Treasurer to ensure responsible budgeting and spending.
- Participated in policy development and performed weekly administrative tasks to maintain operational efficiency.

References

Available upon request