## **BENJAMIN BOYER**

#### Full-Time Student / Part-Time Microsoft MSP Technician

Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals.



#### **Contact**

### **Work History**

#### Address

Milford, MA, 01757

#### **Phone**

(508)-381-9307

#### E-mail

benboyer47@outlook.com



Technical Proficiency: Advanced skills in Windows, Windows Server, and end-user management.

Microsoft Suite Mastery: Proficient in Outlook, Word, Excel, and other Microsoft Office tools.

Project Management: Strong ability to manage and deliver projects on time, ensuring client satisfaction.

Communication: Exceptional verbal and written communication skills, adept at engaging with diverse audiences.

#### 2023-06 -Current

## MICROSOFT MANAGED SERVICE PROVIDER TECHNICIAN

Cloud Solved IT, Milford, MA

- Provide comprehensive support for non-hybrid and hybrid client environments
- Proficient in managing Windows and Windows Server systems, ensuring optimal performance and security
- Oversee cloud services, including Azure and Microsoft portal management, aligning with best practices in cloud security
- Expertly utilize Microsoft Office suite for effective business communication and data management.
- Managed over 40 clients, deploying projects such as FIDO key roll outs
- Helped clients meet governmental compliance standards
   e.g. Security Act 2.0

#### 2019-07 -Current

#### **CUSTOMER SERVICE REPRESENTATIVE**

Shaws Supermarket, Milford

- 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 team of 10-25 associates, ensuring efficient operations in fast-paced environment
- Manage and approve 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.

#### 2021-10 - SORTATION CENTER WAREHOUSE

# Websites, Portfolios, Profiles

• https://bboyer23.github.io

#### 2022-04 ASSOCIATE

Amazon, Milford

- Managed inventory reception and sorting processes, ensuring accuracy and safety
- Prepared customer orders for delivery, utilizing technology tools such as scanners and computers.
- Consistently lifted materials weighing as much as 50 pounds



2022-08 - BUSINESS INFORMATION TECHNOLOGY

20232

Framingham State University - Framingham, MA

2016-08 - HIGH SCHOOL DIPLOMA

2020-04

Milford High School - Milford, MA



- Student Government Association (SGA): Active senator representing the student body at Framingham State University.
- Treasurer Committee: Member of the Treasurer Committee within SGA, managing financial activities and budgeting.