

Scott Nason

EBM/ Alco/ IKON/ Ricoh; 1981 – 2014

1981	FIELD SERVICE	Field Service Technician Responsible for field repair on Canon copier products.
1983		Computer / Printer Technician Responsible for field repair on all computer and printer products sold. Additionally responsible for in-house computer repair, system backups and routine maintenance.
1985		Fax / Computer Supervisor The Field Service Supervisor is responsible for the activities of up to 10 Field Service Technicians . Responsibilities include aiding technicians as necessary, training, following up on down machines, problem service calls and parts orders.
1992		Service Manager Responsible for all "field" activities of the Service Department including all field repair and the associated customer satisfaction.
1994		VP of Service The VP of Service is responsible for all activities of the Service Department including HR , profitability and revenue growth , customer satisfaction, purchasing and vendor relationships. Additionally, the VP of Service is responsible for logistics, shipping & receiving, setup & delivery of equipment, shop repair, service admin functions (including dispatch) and the supply department.
1997	SYSTEM INTEGRATION	System Engineer Responsible for initial connection and ongoing customer support for all digital and connected devices – specializing in Imaging Products . Approximately 25% pre-sales activity.
1999		System Analyst (iR110) Responsible for configuring, designing and implementing software and hardware based solutions for customer's workflow and data printing needs. Approximately 50% pre-sales activity.
2000		Manager of Digital Systems Responsible for the policies & procedures (including revenue growth) surrounding digital & connected systems support. Direct reports; Network Engineers , System Analysts and CSRs .
2002		Office Document Specialist The Office Document Specialist is responsible for 100% pre-sales support with all high-end connected products. Customer sales engagements at the C-level.
2003		< Freelance, Independent Dealer >
2007		Color Solution Analyst Pre and post sales software support on mid and high volume production color.
2009		Manager of Professional Services Responsible for \$2M services quota with a team of 7 Consultants (pre-sales) and 6 Analysts (post-sales). Initially covered AATM marketplace; 2010 re-org dropped to AT, while adding RBS.
2010		Area Process Program Manager Pre-sales technical support, design and implementation for Managed Print solutions.
2012		Service Delivery Manager – Wells Fargo Monitoring, reporting, data-mining.