

2019-440

2549 Provost Rd E  
Jacksonville, FL 32216  
e-mail

904-477-5779 cell  
[lac\\_cook@yahoo.com](mailto:lac_cook@yahoo.com)

# Larry Cook

---

## Objective

With over 50 years experience, I am seeking a challenging and responsible position with a company that will be able to utilize my management and technical skills. Along with my customer skills, I am sure that I would be a valuable asset to your operation.

## Experience

**2010 – 2012**                      First Coast Cardiovascular Institute                      Jacksonville, FL

### Computer Technician

- Assisted the Network Administrator with repairs, updates, changes and replacement of 250 + computers and 100 printers in 9 locations around Jacksonville.
- Performed routine maintenance on all products, also maintained inventory on all items that were under the IT departments responsibility.
- Trained new hires in the company procedures and product repairs.

**2008 – 2010**                      Jacksonville Symphony Orchestra                      Jacksonville, FL

### Patron Service Agent

- Responsible for answering phone calls from patrons. Selling tickets to performances, answering questions and giving professional advice as to the best available seating.
- Handle daily receipts taken in.
- Scheduling daily and concert schedules, interface with the IT department if any issues arise concerning the computers, internet or programs.

**2002 - 2004**                      Century Land Services                      Jacksonville, FL

### Operations Manager

- Oversaw all facets of the operation of the Company. Controlled and oversaw sales, installations, personnel and billing. Wrote city, commercial and remediation bids. Developed a software program to be used across all the divisions of the company.
- Promoted harmony and good will with customers.
- Ordered installation and daily used material by service techs.
- Scheduled daily work assignments
- Reviewed equipment repair logs and make decisions as to the need for replacement.
- Hired and trained of new personnel and setup off site training for techs to keep up with industry standards

**1996–2002**                      RadioShack Corporation                      Bethlehem, PA

### Service Center Manager

- Managed daily issues of operation for the Service Center. Controlled and maintained inventory purchases. Administered to the profitability of the P&L.
- Promoted harmony and good will with customers.
- Worked closely with Store managers to guarantee customer satisfaction.
- Worked with both consumer and computer technicians to find solutions to problems and to keep them updated with current technical information.
- Worked with outside companies to acquire new revenue sources.

**1992–1996**                      COMCOA dba Rent-A-Center      Jacksonville, FL

**Service Manager**

- Established the new facility for the company. Setup, staffed and ordered all inventory and test equipment required to operate a profitably repair center.
- Worked closely with store managers for customer satisfaction.
- Controlled in house courier service to and from stores.
- Audited weekly and monthly P&L. ( #1 center for 8 months in 1996)

**1991–1992**                      Mitel telephone Systems                      Florida

**District Service Manager**

- After the acquisition of RCA Business Telephone Systems from Telenova, the parent company of RCA, my responsibilities paralleled those of my previous duties.
- See below.

**1986–1991**                      RCA Telephone Systems.                      Florida

**Project Manager – South Florida District Operations**

- Successfully managed both PBX and satellite installations, from the initial signing of the contract to the final acceptance form.
- My duties included the planning of all work assignments, material required to complete the job and see to customers' total satisfaction.
- During 1987 through 1990, my district went from number 18 in the county to number 2 and maintained the highest performance levels for 1989 – 1991.

**1982–1986**                      RCA Service Company                      Jacksonville

**Master Technician / Service Manager**

- As a Master Technician, I maintained a specified level of completed work with a high degree of proficiency. My duties included the training of branch personnel in new products and updates of all products. I was the only technician in the branch that was authorized to work on the VIC-20, Commodore 64 and the Amiga personal computers.
- After being promoted to the Service Manager position, I acquired the responsibilities of managing the technical staff. This included reviewing productivity reports, assigning workloads and handling customer issues.
- I worked closely with the Service Center Branch manager on projecting future work requirements, training issues and to maintain a profitable P&L.

**1977–1982**                      J.C Penney's                      Jacksonville

**Master Technician**

- Consumer electronics repair technician, mainly involved with sound systems and accessory equipment. When the company became involved with microwave devices I was requested to train myself on repairing the new units

**Education**

- 1961 –1962                      US Air Force Basic Electronic School                      Biloxi, MS.
- 1960 – 1961                      Flint Community College                      Flint, MI.
- 1956 – 1960                      Davison High School                      Davison, MI.

## **Professional Skills**

### **Computers:**

Knowledgeable in computer systems and networking. Windows 3.1, 95, 98, ME, 2000, NT, XP, Vista and Windows 7, Windows 8 (8.1) and 10. CBT training on Excel, Word, Power Point, Access, and Front Page. I have built and maintained personal computers for over 30 years. I have studied networking and fundamental programming of network equipment. I have successfully designed and built several home and small office networks for friends, relatives and clients. I also have designed vanity web pages for friend and business associates.

### **Electronics:**

I have a solid working knowledge of current technical advancements as well as tube and early solid-state devices. I have repaired almost every type of consumer product that has been on the market since 1965, I have also been involved with repair and maintenance of current products from several manufacturers.

### **Current 2018:**

I retired in 2002 but continued to work at different positions until 2012 when I became handicapped due to health issues. Although I can no longer perform task I once could, I feel I still have something of myself to give.