



Chartered 1708

Office of the Mayor
Gavin Buckley, Mayor
160 Duke of Gloucester Street
Annapolis, MD 21401-2517

AP-26-23

August 29, 2023

To: Alderpersons, City of Annapolis

From: Mayor Gavin Buckley

Re: Transportation Board reappointment

Pending your approval, I would like to reappoint Mr. Charles Brooks to the Transportation Board. Mr. Brooks has served on this board since 2020.

A copy of his resume is attached. This term will expire on 6/30/2026

Thank You.

GB/hrr

Reviewed by: <u>Transportation Committee</u>	
<input checked="" type="checkbox"/> Favorable	<input type="checkbox"/> Unfavorable
<u><i>Carina Stille</i></u>	<u>9/13/23</u>
Committee Chair	Date

CHARLES BROOKS

EMAIL: charles.brooks@gmail.com PHONE: 410-271-1598 LOCATION: Annapolis, Maryland 21403

SUMMARY

I have an extensive background in retail, wireless retail phone sales, and repair. Though I have worked in retail and wireless for most of my career, I excel at customer service above all else.

EDUCATION

Anne Arundel Community College 1995 - 1998
Maryland Institute for Emergency Medical Services Systems 1997 - 1997
Emergency Medical Technician Basic
Maryland Fire and Rescue Institute 1997 - 1999
Hazardous Materials Operations
Emergency Response to Terrorism Phase 1, 2

EMPLOYMENT

Best Buy, *DI Lead*, Annapolis, Maryland Oct. 2016 - Current
Achieve sales targets in revenue, margin, and solutions within the company
Provide efficient, full-service, and solutions support to customers in the Digital Imaging department
Train other employees to demonstrate, promote, and sell a variety of Digital Imaging assortment in and across the store to ensure customers' end-to-end needs are met
Build quality relationships with retail customers, while providing them with relevant and memorable product demonstrations

Best Buy, *Mobile Specialist*, Annapolis, Maryland Nov. 2014 - Oct. 2015
Sell and activate phones and wireless hotspots and service for an authorized re-seller of AT&T, Sprint and Verizon.
Troubleshoot customer issues with their mobile devices.

Pusser's Caribbean Grille, *Doorman/Security*, Annapolis, Maryland
Control access to designated areas of restaurant and bar property.
Ensure that restaurant and bar patrons are safe and enforce establishment rules as necessary.
Provide assistance to customers and staff in emergencies.
Escort unruly patrons out of the restaurant and bar area safely.
Report safety and security incidents to management, and local law enforcement.

Cricket Communications, *Retail Sales Representative*, Baltimore, Maryland June 2009 - July 2013
Sold Cricket wireless service and phones to customers.
Helped customers with troubleshooting of my customers basic phone and software issues.
Assisted customers with warranty and insurance claims.
Kept the store presentable for internal and external customers and performed additional duties as assigned for members of management.

AWARDS

BSA Troop 771, *Eagle Scout* June 1995

VOLUNTEERING

BSA Troop 771 Committee 1995 - 2005
Transportation Board for the City of Annapolis 1998 - 2006
Anne Arundel County Fire Department, *Volunteer* 1997 - 2000