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

February 27, 2020

To: Alderpersons, City of Annapolis

From: Mayor Gavin Buckley

Re: Transportation Board appointment

Pending your approval, I would like to appoint Mr. Charles Brooks to the Transportation Board. Mr. Brooks is a resident of Ward 6 and this appointment fills a vacancy on the commission.

Charles Brooks  
1149 Medger Evers Street  
Annapolis MD 21403

A copy of his resume is attached.

Thank You.

GB/hrr

Reviewed by: <u>Transportation Committee</u>	
<u>    </u> Favorable	<u>    </u> Unfavorable
_____	_____
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