

"Over the years, Smile's Service Department has been committed to understanding our customers' unique needs and working with them to maximize the capabilities of copier technology to help them be more productive. As the technology becomes more advanced, our Service Department continues to work closely with our manufacturers and software partners to become trained on new applications such as Intelligent Image Processing and Google Docs, One Drive and other cloud applications that increase efficiencies for the customer."



**GILBERT BARAJAS**  
GENERAL SERVICE MANAGER

### **SUCCESS:**

"I started my career back in the late 80's as a Field Service Technician. Back then all technicians had to wear neck ties. How times have changed! After a couple of years I was promoted to supervisor. In 2001, I was hired by Smile Business Products as Service Manager for our Stockton Branch and was fortunate to work with a team of experienced and tenured technicians. In 2015, I was promoted to General Service Manager and moved to our corporate office in Sacramento to mentor the current VP of Service, Gordon Nakagawa. I learned a wealth of knowledge from Gordon including team service values, management skills, operations and more. In my role as General Service Manager there are always new challenges. I emphasize to my team that communication, preparedness and job knowledge are key to our job. I can't thank the people at Smile enough for all their support, especially my great team of technicians. I couldn't do it without them!"



*Your Office Technology Partner*

SACRAMENTO | LATHROP | NAPA | SALINAS | CHICO | REDDING | SPARKS, NV

[Smilebpi.com](http://Smilebpi.com)