

BENJAMIN T. COOK

Field Inspection | Physical-World Evaluation | Technical Training | Territory Operations

Jefferson, Maine 04348 | (207) 319-2766

PROFESSIONAL PROFILE

Experienced field inspector, regional territory manager, technical trainer, business operator, and hands-on systems troubleshooter with more than three decades of experience across buildings, automotive and industrial equipment, business operations, agriculture, animal welfare, and public-facing environments. Currently performs residential and commercial property inspections for insurance carriers throughout Maine, requiring independent travel, physical observation, photography, condition documentation, and standardized field reporting. Interested in applying this background to physical-world AI evaluation, ground-truth data acquisition, model evaluation, and human-in-the-loop field research.

CORE CAPABILITIES

Field inspection & documentation | Physical condition assessment | Photography | Structured reporting | Discrepancy identification | Mechanical troubleshooting | Automotive & commercial service equipment | Appliance repair | Territory management | Business planning | KPI management | Regional training | Client relations | Safety & hazard awareness

PROFESSIONAL EXPERIENCE

NEW ENGLAND INSURANCE SERVICES (NEIS)

Residential & Commercial Building Inspector | Maine | April 2024-Present

- Perform independent field inspections of residential and commercial properties on behalf of insurance companies.
- Observe, photograph, and document building characteristics, conditions, hazards, and underwriting-relevant information.
- Gather standardized field information for remote clients while independently managing assignments, travel, property access, and reporting.
- Regularly work in rural, coastal, residential, commercial, and seasonal environments throughout Maine.

SULLIVAN TIRE & AUTO SERVICE

Assistant Parts & Service Manager | 2023-2024

- Coordinated customer service and automotive repair workflows across customers, technicians, parts operations, and service management.
- Applied extensive automotive systems and service-industry experience in a high-volume New England service organization.

SNAP-ON CREDIT & LEASING / RELATED OPERATIONS

Maine Regional / Territory Manager | 2013-2022

- Managed statewide B2B client relationships, business consulting/planning, finance and lease sales, prospecting, AR/AP, collections, and performance KPIs.
- Performed physical repossessions and underwriting-related inspections concerning safe equipment placement.
- Worked with and trained around alignment systems, lifts, imaging balancers, robotic tire changers, collision equipment, and heavy-vehicle alignment systems.
- Improved a historically low-performing Maine territory in the first year and achieved annual national Top-10 performance while exceeding targets.

FAMILY DENTISTRY OF WALDOBORO

Practice Manager / Human Resources | Waldoboro, Maine | 2008-2013

- Recruited to modernize a primarily paper- and typewriter-based dental practice; selected and implemented Eaglesoft and electronic insurance billing/claims tracking.
- Managed coding, bookkeeping, payroll, AR/AP, collections, filing overhaul, year-end preparation, vendor comparisons, and budgeting.
- Implemented operational changes that substantially improved practice efficiency and financial performance.

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Professional Experience - Continued

BATH-BRUNSWICK VETERINARY ASSOCIATES

Veterinary Practice Assistant / Administrative Floater | Brunswick, Maine | 2005-2008

- Worked throughout the practice according to operational need: doctor/technician assistance, pharmacy, customer service, exam/treatment support, collections, inventory, administration, and building maintenance.

GENERAL MOTORS / CADILLAC / OLDSMOBILE

Sales, Training & Regional Management | 1995-2005

- Progressed from Cadillac dealership sales and operations into a General Motors corporate regional training role.
- Recruited/interviewed in 1999 and began as Northeast Regional Training Director in 2000.
- Created, scheduled, and delivered Cadillac/Oldsmobile sales and product training for 313 dealerships across New England, New York, and New Jersey; supervised 10 staff.
- Earned Cadillac Sales Master designation and maintained a 100% customer-satisfaction index; earlier earned Maine's highest Cadillac customer-satisfaction score.

OXFORD HILLS VETERINARY

Veterinary Assistant | 1989-1995

- Assisted veterinarians and technicians in clinical and field settings, including farm calls, reception, inventory, laboratory work, pharmacy operations, and animal handling.

ADDITIONAL PUBLIC-SERVICE & FIELD EXPERIENCE

LINCOLN COUNTY SHERIFF'S OFFICE - CIVIL DIVISION

Paid Animal-Welfare Assistance | 2017-2022

- Assisted with farm and domestic-animal welfare checks, field observation/documentation, and interaction with owners and authorities.
- Served as an expert witness in court proceedings and completed required annual expanded FBI background checks.

SELECTED TECHNICAL, SAFETY & PROFESSIONAL TRAINING

Commercial & Residential Appliance Repair | Pro-Cut Masters-Level Technician | OEM Vibration Specialist | Lockout/Tagout Equipment Safety | Haz-Mat Assessment | First Aid / Adult & Infant CPR | Bloodborne Pathogens I & II | Verbal Judo De-escalation | Crisis Conflict Management | Mental Health First Aid | Narcan Administration | Principles of Ethics & Integrity | Authority & Discretion | Mandated Reporter Training | State Communications Interoperability | Workplace Ergonomics | Workplace Harassment for Supervisors | Implicit Human Biases | Cultural Diversity Awareness

COMMUNITY & VOLUNTEER EXPERIENCE

- Owls Head Transportation Museum - Volunteer Events Staff, 2000-2010; twice recognized as Volunteer of the Year.
- Williams Dairy Farm - Volunteer, 2009-2012; assisted two to three days per week with feeding, cleaning, and farm activities.

RELEVANCE TO PHYSICAL-WORLD AI

Career experience has repeatedly required translating physical-world observations into information usable by people who are not physically present. Relevant applications include AI ground-truth evaluation, field data acquisition, human-in-the-loop research, visual reasoning evaluation, location verification, physical-system evaluation, and real-world model testing.