



After-hours, weekend, and holiday field coverage across Maryland, Delaware, Pennsylvania, and Virginia.

COMPANY OVERVIEW

Chesapeake Field Solutions LLC is a Maryland field-service company providing ATM and retail kiosk support to ISOs, service companies, crypto ATM operators, and dispatchers who need a dependable local subcontractor. Owner Mark Bafford brings **17+ years** of hands-on field service experience, including ATM and kiosk work from district-level field leadership on SLA-driven bank and retail accounts to Level II escalation support for a nationwide crypto kiosk network. We work to resolve issues on the first visit, document every call clearly, and help keep your network running when your regular coverage is thin.

17+

Years of hands-on field service

15 to 20

Field technicians led as District Lead

10,000

Kiosks supported in a national crypto network

10 to 20

Daily support calls for techs and vendors

CORE SERVICES

- **First-Line and Preventive Maintenance:** cash, card, and receipt jams; printer and paper service; card reader clears; cleaning; resets; part swaps; scheduled PM visits.
- **Diagnostics and Chronic Issues:** error-code interpretation, hardware and software troubleshooting, and root-cause work on repeat-failure machines.
- **Installs, Deinstalls, Relocations:** ATM, kiosk, and Tidel smart safe placement, activation, deactivation, and moves between sites, plus pre-install site surveys.
- **Lock Support, Training, and Bench Repair:** phone and video support and training on Kaba Mas and Sargent & Greenleaf (S&G) electronic safe locks, plus in-house bench refurbishment, repair, and rebuilds of Kaba Mas locks (ship-in or drop-off).
- **Software, Programming, and Staging:** software loads and updates, ATM and kiosk programming, and equipment staging for deployment or during installs.
- **Remote-to-Field Escalation:** on-site hands for remote support teams, working directly with your help desk to resolve escalated tickets.

On-site lock combination changes and on-site safe or vault lock work are not currently offered.

AVAILABILITY & COVERAGE

- **Weekdays:** after 2:30 PM
- **Weekends and Holidays:** all day, every weekend and holiday
- **Ideal for:** after-hours calls, weekend and holiday coverage, overflow, and backlog support
- **Service Area:** Maryland, Delaware, Pennsylvania, and Virginia, based in Central Maryland (Linthicum Heights)

EXPERIENCE HIGHLIGHTS

- **Burroughs / Pendum LLC, 2012 to 2021.** ATM Customer Engineer II and District Lead Technician for the GWR/MD region. Led a team of 15 to 20 field technicians, coordinated call assignments with Service Center dispatch, and ran daily calls with 20+ techs to keep SLAs on track.
- **SLA-driven field service.** Delivered break/fix and preventive maintenance across multiple ATM platforms, along with installs, activations, and deactivations for banks, equipment owners, and armored providers including Brinks and Tidel.
- **Bitcoin Depot, 2021 to 2026.** ATM Technical Support Specialist, Level II, promoted within four months. A primary escalation point for complex hardware and software issues on Windows and Linux crypto kiosks across a network of up to 10,000 units.
- **Process and vendor leadership.** Authored SOPs and technical documentation, trained and onboarded service vendors and field technicians, led pilot deployments of new hardware, and helped carry out the Windows-to-Linux kiosk migration.
- **Installation technician, 2012.** Installed low-voltage CAT5/CAT6 cabling, controls wiring, and building automation systems in hospitals and government facilities.

EQUIPMENT & CERTIFICATIONS

- ✓ NCR certified, ATM equipment
- ✓ Brinks
- ✓ Mimo
- ✓ Tidel Sentinel & smart safes
- ✓ Revolution
- ✓ Advance Pharmacy

Specializing in: Hyosung, Triton, NCR, and Hantle/Genmega ATMs and kiosks, Tidel smart safes, Windows and Linux crypto kiosks, and retail kiosks.

Mark Bafford

Owner, Chesapeake Field Solutions LLC

Phone (410) 218-5002

Email mark@chesapeakefs.com

Based Linthicum Heights, MD

EIN [EIN pending]

UEI [UEI pending]

Web chesapeakefs.com