

Fred Collier  
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## CUSTOMER SERVICE REPRESENTATIVE

### OBJECTIVE:

To obtain a position with your company that makes good use of my skills in driving, problem-solving, and working with people.

### SUMMARY OF QUALIFICATIONS:

I have done customer service work in a variety of environments, often dealing with challenging people. I have a mellow, easygoing manner that puts people at ease.

### Major strengths include:

- Ability to find answers to problems, or point people at the right answers.
- Easygoing, mellow demeanor.
- Fast learner.

### SKILLS SUMMARY

- Microsoft Office
- Internet/Intranet
- Clean DMV
- General Office Skills
- Computer Savvy
- Customer Service

### PROFESSIONAL EXPERIENCE:

Sterling Correctional Facility Sterling, Colorado (1/2020 - 4/2020)

#### Offender Library Assistant

Check in / check out library materials. Assist offenders in searching out materials. Shelved returned materials. Designed posters and PowerPoint slides to communicate library information. Delivered notices, receipts, and books to various locations in the facility.

Cheyenne Mountain Re-Entry Center Colorado Springs, Colorado (4/2019– 4/2020)

#### Para-Pro

Oversaw daily operations of facility pre-release program. Kept attendance and records for class. Developed a database application to track and administer all aspects of the class. Assisted offenders in locating resources in their area. Assisted offenders in computer use.

Centennial Correctional Facility Canon City, Colorado (2/2018 - 4/2019)

#### Offender Library Assistant

Check in / check out library materials. Assist offenders in searching out materials. Shelved returned materials. Increased efficiency of inter-library loan system. Maintained database of inter-library loan materials on order, on site, and returned. Assisted with delivery of materials to segregated offenders.

Fremont Correctional Facility Canon City, Colorado (4/2016- 6/2017)

#### Para-Pro

Assisted instructor for an 'Introduction to Computers' class that centered largely around basic operations of Microsoft Office. Took attendance, graded assignments. Assisted offenders, some of whom had never touched a computer. Developed electronic testing system, increasing efficiency of the class.

**EDUCATION:**

**James Rumsey Voc-Tech Center**    Martinsburg, WV    06/1988  
GED

**CERTIFICATIONS:**

- Electronics Assembler
- Customer Service Academy
- MS Desktop Specialist

**LANGUAGES:**

- English

**COMPUTER SKILLS:**

- Microsoft Word
- Microsoft Excel
- Microsoft PowerPoint
- Microsoft Visio
- Microsoft Access
- LibreOffice

**REFERENCES:**

- Available upon request