

# Kevin Merz

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## Work Experience

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### **Secretary/Receptionist**

Allied Universal - Fort Collins, CO

June 2023 to Present

- Administrative assistance
- Oversees transportation of high-cost equipment and material
- Secretarial duties
- Heavy documentation detailing upkeep and condition of building infrastructure.

### **Environmental Services Technician / Facilities Management**

Colorado State University - [Fort Collins, CO]

October 2020 to April 2023

- Managed cleanliness, decor, and functionality of five large CSU Academic buildings.
- Assisted dozens to hundreds of students daily with navigation, escort, and clearance.
- Worked largely independently under a minute-by-minute timeline.
- Submitted and examined supply orders, adhering to a non-flexible weekly budget.
- Stored and stocked inventory of supplies, ensuring no shortages and a smooth workflow.
- Trained multiple employees in the development of labor skills and professional ideals aligned with CSU's policy of communication, social justice, and equality.

### **Secretary/Receptionist**

Securitas Inc. - Fort Collins, CO

September 2017 to December 2020

- Processed security clearance requests from dozens of employees daily, relaying these requests to appropriate recipients and altering employees' access accordingly.
- Contracted to aid in the protection and representation of assigned companies and locations, recording all abnormal activity and assisting customers and clients.
- Trained to handle stressful situations while maintaining professional courtesy during all hours of the day, assigned to a variety of public, professional, and formal environments.
- Network diagnostics, data entry, and other clerical activities while managing the front desk of a Hewlett-Packard facility, processing over five hundred employees and guests daily, assisting in meeting arrangement, extending messages and calls, and arranging temporary or permanent security badges for guests and employees.

## Education

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### **High school diploma**

Nederland Middle Senior High School - Nederland, CO

August 2010 to May 2017

## Skills

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- Data Entry and Documentation
- Self-Motivated, Strictly Professional
- Google Suite
- Threat Assessment
- Word
- Verbal and Written Communication Proficiency
- In-Person and Remote Marketing and Advertising
- High Volume Customer Assistance
- Social and Emotional Literacy/Intelligence
- Excel
- Outlook
- Ordering/Inventory Management
- Independent; Accustomed to Strict Time Management.
- Bookkeeping and Records Management
- Quick Learner with New Skills and Tools
- Calendaring/Event Planning/Booking
- Report Concerns/
- Adobe
- Active Listening and Discretion
- De-escalation and Conflict Navigation
- Facilities Management
- Data Analysis
- Facilities Maintenance
- Social Media Management
- Content Creation
- Analytics
- Google Analytics
- Branding
- Budgeting
- Management
- Retail sales (1 year)
- System administration (1 year)

## Assessments

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### **Sales skills — Proficient**

May 2023

Influencing and negotiating with customers

Full results: [Proficient](#)

### **Proofreading — Proficient**

June 2021

Finding and correcting errors in written texts

Full results: [Proficient](#)

### **Customer service — Proficient**

May 2023

Identifying and resolving common customer issues

Full results: [Proficient](#)

### **HR: Compensation & benefits — Proficient**

March 2023

Knowledge of compensation and benefits programs

Full results: [Proficient](#)

### **Customer focus & orientation — Proficient**

May 2023

Responding to customer situations with sensitivity

Full results: [Proficient](#)

### **Recruiting — Proficient**

March 2023

Managing the candidate sourcing and selection process

Full results: [Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.