

Candy Kirby
303.990.9389

Resume

From 1984 to the present my experience has been in customer service. I have covered many areas in office, reception, legal documents and repair of office equipment.

My Customer Service skills are a huge assist for any company.

Experience

Office/Store Manager

September 24, 2006 Ft. Lupton Pack & Ship

Colorado

I assisted in opening and operating this retail pack & ship store. I run everything from scanning, copy jobs, wide format, simple design of flyers and such. My duties include supply ordering for the store and our customers and packing and shipping functions. I developed and run the Document Center for the store and meet the copy and printing needs of the town of Fort Lupton and neighboring areas.

Field Service Rep.

July 5, 2003 IKON Office Solutions
HR Alicia Bruggeman 720.875.8709

Colorado

I returned to IKON to run Copy and Mail rooms in the Facilities Management Department. I covered at 12 locations covering for 22 different positions. These positions consisted of packing, shipping, mailroom and internal mail delivery, receptionist, document processing, scans, printing and wide format processes. I am proficient on operating Canon and Ricoh equipment and the procedures of running FM sites. My normal territory was Boulder to 120th and I25 up to Greeley. When needed, I also would go as far as DTC. I filled in where I was needed and was expected to know each person's job in which I covered for or helped.

Customer Service

June 8, 2000 IKON Office Solutions
HR Alicia Bruggeman 720.875.8709

Colorado

I was recalled to IKON to help handle the new accounts. Once the copier equipment was placed with our customer our team would train the new users to operate it. My duties included training DPS school district to use their new copiers. I also had several other accounts reassigned to me. Our team assisted in the delivery, set up, training and follow up care for our customers. An important aspect to my job was to be the liaison for my customer and my company. The common equipment was Ricoh and Cannon. The department was closed on or about June 10, 2001

Customer Service

February 22, 1994 Colorado Copier Systems
HR Alicia Bruggeman 720.875.8709

Colorado

I began the customer training department. We carried the Sharp line of copiers. Colorado Copiers merged and became IKON Office Solutions. We worked together with the other merging companies. We had six trainers in our department. I worked closely with the technicians and sales department. My duties included training customers to use their new copiers. Our team assisted in the delivery, set up, training and follow up care for our customers. An important aspect to my job was to be the liaison for my customer and my company. The equipment was mainly Sharp, Canon and Ricoh. A few of us were laid off in or around May 10, 1999.

Copier Technician – Customer Service

1988 11-93 Frontier Business Products

Aurora, Co.

I began my employment at Frontier as a technician on Sharp Copiers. I was advanced to Customer Service and teaching customers to use their new equipment.

Copier Technician

1984- 1988 Nelowet Business Machines
Melanie 303.373.2221

Denver

I began my career in copiers and repaired Mita copiers in the Fort Collins and northern Colorado area.

Education

Ongoing training with IKON Office Solutions in every business/customer subject that educated employees with customers & co-workers

1983-1984 I attended Front Range Community College for copier repair. It was a one year course. That is where I got my start in the copier field.

In the years prior I worked mainly in the human service field and had many classes on human relations, victim advocate, and facilitating children and parenting groups. I have numerous volunteer and paid hours working with the Coalition for Battered Women and Social Services.

Previously I worked in Copy/Mail/Reception locations. I am flexible with hours and days able to work. I am adaptable to changes in schedule. I work great alone or along with a team. I have a working knowledge of Microsoft Office Suite. I strive for professional appearance and ability to multi task. I'm a very hard worker and pay close attention to detail in completing work in a timely manner. My work ethics are exceptional.

I look forward to a time we might meet to discuss further opportunities and possibilities.

Sincerely,

Candy Kirby
7070 Henry St
Fort Lupton, CO 80621
303-990-9389