**[Client Support Special Projects](https://www.postjobfree.com/resume/ad1req/client-support-special-southwest-mn)**

**Location:**Southwest Richfield, MN, 55423

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**Resume:**

Paul L. Bird

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PROFESSIONAL EXPERIENCE

Loffler Companies, July 2017 – October 2023

Client Support Representative, Varies locations, MN

Floating support for varies locations to help with heavy workloads, vacation or holidays coverage

Work along with LMS Associates and optimize their productivity.

Interface with customers, sales personnel and management as required to achieve LMS objectives.

Complete special projects as assigned.

Manage mailroom deliver, mailings and special projects

Verifying and auditing mail services estimates for jobs;

Sexton Printing, July 2015 – July 2017

Mail Data Processing, West St Paul, MN

Downloading, verifying and auditing incoming client database files;

Verifying and auditing mail services estimates for all database jobs;

Processing client files through BCC Mail Manager to achieve desired results;

Auditing files after each database processing step for accuracy, completeness and to ensure compliance to customer and USPS requirements;

Creating canned and custom reports such as postal paperwork, etc.;

Communicating with internal departments as necessary for clarification of job instructions and/or customer specifications;

Keeping current with the ever-evolving USPS postal regulations as well as the latest software and equipment innovations

Quantum Graphics, January 2012 – June 2015

Data Processing and Lettershop, Eden Prairie, MN

Downloading, verifying and auditing incoming client database files;

Processing client files through BCC Mail Manager to achieve desired results;

Auditing files after each database processing step for accuracy, completeness and to ensure compliance to customer and USPS requirements;

Creating character delimited inkjet files for use in the lettershop department;

Creating canned and custom reports such as postal paperwork, etc.;

Communicating with internal departments as necessary for clarification of job instructions and/or customer specifications;

Operating, as necessary, HP MCR Inkjet machine;

Operating, as necessary, Phillipsburg Envelope Inserter;

Keeping current with the ever-evolving USPS postal regulations as well as the latest software and equipment innovations

Visiting Angels Home Health Care, September 2010 – January 2012

Home Health Aide, Hopkins, MN

• Enabled patient to stay in their home by monitoring and recording patient condition as well as providing support and personal services

Mail Handling Services, May 1999 – March 2010

Programmer – Data Processing and Laser Print, Eden Prairie, MN

• Downloaded and verified incoming client database files;

Audited client files for completeness of data;

Processed client files through various Business Objects modules to achieve desired results;

Audited client files after each database processing step for accuracy, completeness and to ensure compliance to customer requirements;

Queried and reported on customer database files using FirstPrep, Microsoft Access and Excel;

Communicated with internal departments as necessary for clarification of job instructions and/or customer specifications;

Kept current with the ever-evolving USPS postal regulations as well as the latest software and equipment innovations;

Set-up basic and modified, as necessary, existing Printsoft Pres programs;

Processed client database files through Pres programs to produce laser print ready production files;

Provided laser print room with print production files and appropriate documentation;

Assisted in the development of departmental and companywide quality control tests and processes;

Wrote and/or updated program documentation as needed

Mail Handling Services, October 1998 – May 1999

Laser Print Operator, Eden Prairie, MN

Set-up and operated Xerox 4135 laser printers;

Provided basic daily maintenance on Xerox 4135 laser printers;

Communicated with department manager; providing input to reach or exceed planned schedules;

Achieved quality and quantity goals according to customer’s guidelines and standard operating procedures;

Achieved departmental goals of spoilage reduction and rework;

Assisted in the purchasing of paper and consumables for the department;

Followed all safety procedures and regulations while maintaining a safe work environment

North American Outdoor Group, September 1995 – October 1998

Laser Print Operator, Minnetonka, MN

Set-up and operated Xerox 4135 laser printers;

Communicated with manager; providing input and utilizing others’ ideas to reach or exceed planned schedules;

Met departmental goals, including spoilage reduction, billable hours and rework;

Followed all safety procedures and regulations while maintaining a safe work environment

PrimeNet DataSystems, May 1995 – September 1995

Laser Print Supervisor, Mendota Heights, MN

Worked with all departments to understand job components such as fonts, graphics, data, and instructions;

Assisted in creating job instructions and business rules and documented job changes, tracked billable activity;

Assisted department manager with departmental scheduling, paper and consumable purchasing

Maintained inventory of all departmental consumables;

Took the initiative to develop and maintain a company-wide system for the inventory control and reproduction of company forms and documents.

Special Skills:

Experience in the direct mail industry as well as having a strong working knowledge of the current USPS postal regulations. A detail-oriented, organized individual with a thorough understanding of BCC software as well as various Business Objects modules such as FirstPrep, DatarightIQ, ACE, Match/Consolidate, Presort, Printsoft Pres, Microsoft Word, Excel and Access. Customer Service skills with variety of clients.