Samuel W. Horne

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Work History:

InMoment Inc.

Application Specialist/Technical Success Manager: Sep. 2017 - Jun. 2020
- o Build customer experience surveys and customized reporting solutions using the proprietary application for clients
- o Implement and QA the proprietary application for clients
- o Interpret customer experience data
- o Advise clients on technical challenges as they arise
- o Suggest new improvements for clients to enhance their CX program
- o Subject Matter Expert for embedded web surveys
  - o Involved with new client implementations, product enhancements, and product QA

Bill Good Marketing

Seminar Coordinator/Data Conversion Specialist: Mar. 2014 - Aug. 2016
- o Organize and execute monthly client training seminars.
- o New client onboarding
  - o Exporting data from a variety of CRM software
  - o Format, organize and import data into our proprietary CRM software

Marketing Consultant: Sep. 2010 – Apr. 2015
- o Business Consulting

  Coached financial advisors in various best practices including:
  - o Hiring
  - o Organizing and implementing effective work flow
  - o Marketing strategies: seminar, direct mail, cold calling, CRM Marketing, etc.
  - o CRM data management
- o Writing: created numerous pieces of marketing material

Metals USA

Inside Sales: May 2007-Jan. 2010
- o Inventory management
  - o Order processing: Received recorded and executed client orders.
  - o Maintained company vehicle, either personally or scheduled with professionals.

Qwest Communications

Customer Service Associate: Oct. 2006- Apr. 2007
- o Inbound sales, customer service and billing calls.

Quest Staffing Services

Employment Coordinator / Account Manager: Sep. 2004-Sep. 2006
- o Human Resources
  - o Staffing: Worked with clients to fulfill staffing needs through recruiting and dispatching temporary employees
  - o Onboarding: Communicated with employees regarding job requirements, expectations, and policies
  - o Employee Relations: Investigations into policy violations.
  - o Offsite supervisor of hundreds of employees
  - o Payroll:
    - o Maintained garnishment records
    - o Managed unemployment claims through record keeping and defending the company's position in arbitration.

Skills:

- o HTML
- o CSS
- o JavaScript
- o JQuery
- o Node.js
- o SQL
- o Mongo
- o React.js
- o Full Stack web Development
- o GitHub
- o Heroku
- o Able to speak, read, and write Spanish
- o Computer literate, Microsoft Office Suite
- o Adobe Photoshop
- o Adobe Illustrator

Education:

Utah Valley University: B*achelor's Degree,* Marketing	Apr. 2013
Associate's Degree in Business Management	Apr. 2011
University of Utah: Utah Coding Bootcamp	Aug. 2020