# DEIRDRE R HORNE

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**Summary**

To obtain a position in customer service where my education, skills and ability can be fully utilized and new skills can be obtained.

**Work History**

**Neiman Marcus**

**Sept 19, 2017-Present**

My job at Neiman’s are selling and up-selling luxury merchandise every day with a commitment to being the best. I am dedicated, collaborative, resourceful, and enthusiastic when speaking with potential customers. I process payments, refunds, price match, returns, expedite shipping, build rapport with my customers, etc…

**Aaron’s Sales Manager**

# October 2016-March 2017

**My responsibilities as a sales mgr pertained to managing the store's sales and marketing function. With the goal of bringing our customers one step closer to ownership, you will help drive performance in: telephone and floor sales, direct marketing, new customer growth and service programs, as well as store merchandising. Success**

**Identifix, Texas Sales**

# March 2016-October 2016

Calling Auto shops giving them knowledge of our product and selling them the benefits of the software,​ entering information in Goldmine/Salesforce, updating information, logging information, color coding accounts, fact finding, processing payments .

**ATS Call Center, Texas**

**Customer Service Representative**

# Jan 05,2014-2015

Responsible for inbound calls and handling calls from new and existing customers regarding a variety of requests. Provided excellent knowledge of products and services as well as great customer service skills, addressed issues, provide support and offer information, as needed, to keep customers satisfied and retain business.

**Windsor Equity, Texas**

**Skip Tracer**

# February 25, 2013 – December, 11, 2013

Traces skips for creditors or other concerned parties: Searches city and telephone directories, and street listings, and inquires at post office.

Interview, telephones, or write former neighbors, stores, friends, relatives, and former employers to elicit information pertaining to whereabouts of skips.

Follow up each lead and prepares report of investigation to creditor.

Trace individuals for purposes of serving legal papers.

Contact debtors by mail or phone to attempt collection of money owed.

**VMS-Visa Monitoring Systems**

**Sales-Credit Card Processor**

**Sept 2011-Aug 2012**

## 

A system for determining the cause of lost, delayed or erroneous responses in a network for authorizing payment card transactions from the point of view of the point-of-sale terminal that forms part of the network. Calling Business having them to switch or consider switching their processor to better their company with a up to date and accurate payment processor.

**Wal-Mart Pharmacy Stocker**

# Nov 11, 2009 - Sept 11, 2011

Primary job duties include loading and unloading shipments, organizing backroom spaces, constructing displays, and stocking shelves. Ability to lift heavy objects up to 50 pounds.

# Education

University High, Waco, Texas

High School Graduate

Aug 2006 - May 2009

# Computer Skills

Typing Speed 80 Words Per Minute

Apple or Macintosh Computers

Data Entry Terminal (PDT, Mainframe Terminal, etc)

Internet Browser (Internet Explorer, Firefox, etc)

Personal Computers

Presentation Software (PowerPoint, Flash, etc)

Spreadsheet Software Word Processing Software (Word, WordPerfect, etc)

Goldmine

SalesForce

# Additional Skills

Microsoft, Excel, Word, Data Entry, Windows 7, Personal Computers