

Deirdre Pearson

Administrator at DPS Engineering

W: <http://www.worky.com/deirdre-pearson2>

SKILLS:

Computing and IT Skills: Proficient in Sage Accounting Systems (Line 50 and Instant) and Big Red Book Payroll. Also proficient in Microsoft Office & Works. Outstanding Typewriting skills
Merchant Academy Training Modules: completed successfully: Data Protection Act, Fraud Training, Marketing Policy, Acceptable Usage Policy (AUP), CAAR Rebuttals, Performance Management, Call Disposition, Dealing with Angry Customers, First Aid Course /CPR Training
Interpersonal Skills: Team Player, Excellent attention to detail, Strong determination to achieve results, Investigative Rigor, Problem Solver, Good Negotiator

Deirdre Pearson's Professional Experience

2012 - Present

Little Island, Co - Administrator

The objective of my role is to provide administration support to the HR team on a daily basis and primarily involves the updating of HR files for contract and support workers

Key Skills

Administration

2011 - 2012

Amazon - Technical Customer Service

Provide customer centric solutions for technical queries
Treated every customer as a friend and aimed for first contact resolution
Achieve monthly/weekly Service Level targets
Gained excellent knowledge of customer service management techniques
Excellent phone, email and chat etiquette learnt

Key Skills

Customer Service, Customer Service

2004 - 2011

M.English - Store Manager

Responsible for all aspects of Store Management on a consistent and continuous basis
Managed a diverse team of staff to ensure they were successful in their roles
Provided customer service solutions to customers based on their specific needs
Built rapport with customers and significantly contributed to sales figures; Achieved sales goals set out on a quarterly basis while providing an excellent customer experience
Continuous inventory management was key to this role in addition to developing solid working relationships with reps and suppliers
Implemented/maintained all computerized systems and accounting procedures
Supervised, hired & trained all employees
Implemented and maintained a completely new accounts system using modern software and accountancy principles
Represented the business in a positive and professional manner in various business forums such as Cobh & Harbour Chamber etc.

Key Skills

Customer Service, Accountancy, Customer Service, REPS, Store Management

2001 - 2002

Merchant Group - Telebusiness Communicator

Telebusiness Communicator (Internet (Fraud) Account)
Responsibilities:
Maintained a high level of confidentiality with regard to all aspects of customer accounts
Promoted and maintained a high level of customer support/quality control to members
Adherence to company & client guidelines and internal procedures
Acted on behalf of the client in resolving disputes with third parties i.e. banks
Escalated high level issues throughout appropriate channels

Key Skills customer support, internet

Deirdre Pearson's Education and Qualifications

2011 **Bachelor/Degree - Masters, Msc in Business & Information Systems**
Cork Institute of Technology

2010 **Bachelor/Degree - BBus, Accounting**
Cork Institute of Technology

Bachelor/Degree - ,
Cobh Community College 2004 European Computer Driving

Deirdre Pearson's Additional Information

Links

Linkedin Profile - <http://www.linkedin.com/pub/deirdre-pearson/3/945/410>

Interests

social media marketing, networking, new technologies, programming

Memberships

Junior Chamber International

Awards

Finalist Newstalk Enterprise Competition 2007
Finalist CIMA Competition 2010
