

D. Brian Birk

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Professional Profile

Credit and financing expert with experience in assisting sales associates and customers with MasterCard, Visa, retail accounts, and banks loans.

Summary of Skills and Qualifications

Increased company sales by 10 %
Completed new credit card applications to a monthly average of 6 minutes.
Customer service
Customer loyalty
Billing
Motorcycle financing
Balance transfers
Account maintenance
Proficient in Microsoft Word programs
Proficient in 10 key
Familiarity in SABRE and Deltamatic systems

Professional Experience

Neiman Marcus Direct

June 2016 – Jan 2017

Customer Care Associate
Seasonal Part time

Assisted customers with placing their retail orders from the Neiman Marcus and Bergdorf Goodman catalogs. Processed payments for customers and assisted customers with the Direct pay and online websites.

Macy's Northpark

Sept 2016 March 2017

Men's Suit Department
Full time sales associate

Assisted customers with purchasing suits, dress slacks, dress shirts and accessories. Also assisted customers with clothing returns.

Office Team Employment Services.

June 2014 June 2015

Customer Service/Administrative

Have worked several temporary to perm positions with this employment agency.

Senior Credit Specialist

Neiman Marcus Group, Dallas, Texas

2012-2014

Assisted sales associates with authorizing customers purchases on their Neiman Marcus and Bergdorf Goodman retail credit cards, provided credit limit increases, processed customers payments, approved and processed customers new credit card applications, and answered questions about their accounts.

Customer Service Manager

Walmart Corporation, Dallas, Texas

2011-2012

Managed cashiers, customer service desk, and all employees at front section of the store, assisted customers with questions, and provided daily supervisory duties in the store.

Customer Service/Insurance Associate

Harley Davidson Financial Services Plano, TX

2008-2009

Assisted customers with questions about their motorcycle loans, processed payments, provided payoff quotes, processed extensions, and helped customers with the self serve and direct pay websites.

Customer Service Associate, Catalog Sales

Neiman Marcus Direct, Irving, Texas

2007-2008

Assisted customers with ordering merchandise from the Neiman Marcus and Bergdorf Goodman catalogs. Provided assistance with customer accounts, and processed their monthly credit card payments.

Line Service Technician

Landmark Aviation, Dallas, Texas

2006-2007

Provided fueling and defueling for commercial and general aviation aircraft. Provided parking, towing, and marshalling of aircraft, and assisted passengers and flight crew with catering and baggage assistance.

Customer Service/Sales Associate, Credit Card division

Citigroup, Irving, Texas

2005-2006

Assisted card members with questions about their secured Citibank credit cards. Processed their monthly payments, made changes to accounts, provided balance transfers, and sold additional products to card members.

Consultant I/Member Services

American Automobile Association, Irving, Texas

2004-2005

Assisted customers with troubleshooting and general questions about their memberships. Setup new memberships, and made changes to customers memberships. Processed renewal payments, built triptiks, and mailed members maps and tour books

Education

University of North Texas, Denton, Texas, studied Business, 1994

Tarrant County Junior College, Hurst, Texas, studied Business 1991

International Aviation and Travel Academy, Arlington, Texas, Travel 1985

Southwest Texas State, San Marcos, Texas, studied Business 1982

Professional Affiliations and Development

Creative Problem Solving

Supervising and Leading

Building Effective Teams