Deborah J. Petron

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Objective:

I am an Experienced Service Professional seeking a position of Data Compliance Specialist with Lawrence Merchandising. My skills and qualifications make me a great match for the position. I am ambitious, enthusiastic and very positive. My goal is to go above and beyond and to ensure an excellent experience for everyone involved.

**Experience:**

Comcast Minnetonka, MN 02/03/2014 to present

Customer Loyalty Representative

Call Center

Data Entry 9000kspm

Typing 41 wpm

25 to 40 calls per day

Order entry

Handling difficult customers with respect

Empathizing with customers

Entering address and phone changes

Changing packages for customers

Billing questions

Credits to accounts if warranted

Sales

Saving customers

Metric based measurements

DJO Global Shoreview, MN 02/2013 to 09/2013

Clinic Service Representative

Call Center

75 to 100 calls per day

Data Entry 9000kspm

RSA report

75 and 90 orders a day

Transferred callers

Problem Solve

Tracking shipments

Aerotek/ LPS Arden Hills, MN 06/2012 to 01/2013

Milestone Monitoring Representative

Data Entry

8000 kspm

60 to 80 orders per day

Monitor Foreclosure and Bankruptcy Files

Ensure timely completion

Contact Attorney offices

Help others as needed

Escalating files

OSR report

Call Center

Multiband Minnetonka, MN 06/2011 to 11/2011

Customer Service Representative

Call Center

40 calls per day

Transferred calls

Data Entry 7500 kspm

Worked directly with Dispatch

Affinity Plus St. Paul, MN 10/2002 to 03/2011

Member Advisor

Call Center

25 to 60 calls per day

Typing 35wpm

Technical Support

Supporting other offices

Face to Face contact

Opening new accounts

Underwriting and processed loans

Processing check orders

Ordering checks, title work, appraisals,

Subordinations and satisfactions

General Transaction

Data Entry 7000 ksmp

Credit reports

Filing Insurance claims

Creating new debit and credit cards

Mortgage Loan Processer Start to Finish

Typing up duplicate lien releases

Contacting Department of Motor Vehicles Promoting Products (Sales)

Gather donations for the foundation

Scheduling Appointments

Disetronic Medical Systems Mounds View, MN 01/2000 to 10/2002

Customer Service Representative

Call Center

25 to 30 calls per day

Back up receptionist

Collecting new patient information

Gathering insurance information

Contacting insurance companies for authorization

Entering prescriptions

Researching shipments not received

Meeting with other departments

Organizing fund raisers for Juvenile Diabetes

Typing 30 wpm

6500 KSPM

Deluxe Shoreview, MN 12/1996 to 04/1999

Customer Management Representative

Call Center

25 to 30 calls per day

Typing 30wpm

Directing calls to other departments or person

Selling checks and business forms

Organizing of the monthly sales meetings

Taking orders for checks and business forms

Working in a team environment

Creating custom checks from start to finish

Help organize a fun carnival

**Other Skills:**

Typing 30wpm

9500 KSPM

**Education:**

St. Paul College

Certificate of Completion

St. Bernard’s

General Education Diploma