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# **KAREN L. PETERSON**

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## **Objective**

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To obtain a position in Professional Administrative Services including Customer Service that will benefit from my advanced clerical skills and customer service skills along with my experience of managing others.

## **Summary**

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An intelligent, resourceful, Administrative Professional with extensive experience in all facets of Publishing as well as Customer Service. Consistently demonstrates thoroughness, efficiency, accuracy and attention to detail through a dynamic combination of creative, organizational and technical abilities. Recognized for adaptability, a positive attitude and success in achieving results quickly. An effective communicator who easily establishes rapport and maintains excellent working relationships. Projects a professional image, initiative and ability, while able to manage numerous tasks simultaneously.

## **Employment History**

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**FABRICATORS & MANUFACTURERS ASSOCIATION, INT'L (FMA) – Rockford, IL      1987 – 7/2009**  
*A Professional Organization Working to Improve the Metal Forming & Fabricating Industry*

### **Publishing Services Manager**

- Processed all advertising for magazine layouts, working on 6 magazines at once/up to 55 per year.
- Determined publication page size & placement of ads to ensure largest profit margin, generating app \$10M annually in ad sales.
- Guided company from manual layout to computer aided layout with ALS software.
- Served on committee to look at changing & upgrading software and was first person within company to be up and running with advertising management software, MSG.
- Managed 2-6 people within department as direct reports and had 2 assistants.
- Acted as liaison for Sales Representatives as well as Graphic Artists and Editors for magazine layout.
- Worked with Accounting department on account adjustments for customers, invoicing, and all customer information was entered correctly.
- Had final view of layout and acted as main proof reader.

**FIORENZA AGENCY – Rockford, IL      1981-1987**  
*An Independent Insurance Agency Specializing in Various Products*

### **Customer Service Representative**

- Worked directly with customers, handling all inquiries.
- Handled products for customers, writing claims, policies and helping with any needed updates.
- Responsible for Accounts Receivable, balancing Trust Funds and insurance company accounts.

**ANDERSON FOR PRESIDENT – Rockford, IL      Clerical Facilitator      1979-1981**  
*Presidential Campaign Office for John B. Anderson*

## **Education**

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**Rock Valley College – Rockford, Illinois      1975-1976**  
*Completed various general studies courses including Respiratory Therapy*

**Graduate of Guilford High School - Rockford, Illinois 1974**

## **Proficiencies & Certifications**

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MS Office (Word, Excel, Outlook), MSG, ALS, Apple Mac Computer Program  
CPIW-Certified Professional Insurance Women      **1985**  
Casualty Insurance License      *current through*      **1999**