

GREGORY ALLEN PETERSEN

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EDUCATION

PENNSYLVANIA STATE UNIVERSITY

Bachelor of Science in Economics, Minor: Business

UNIVERSITY PARK, PA

August 2019

- Cumulative GPA: 3.97/4.0
 - Honors: *summa cum laude*
 - Coursework: Accounting, Business, Economics, Finance, Marketing, Programming, Statistics
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WORK EXPERIENCE

LIBERTY MUTUAL INSURANCE

Senior Customer Service Representative

PLANO, TX

January 2019 – Current

- Promoted from Associate CSR to CSR in July 2019
- Promoted to CSR II in February 2020
- Promoted to Senior CSR in January 2021
- Recognized for perfect attendance and exemplary performance metrics
- Selected to the Continuous Improvement Committee to collaborate on process improvements
- Selected to the Diversity & Inclusion Committee to promote engagement and awareness
- Awarded 2020 Circle of Excellence, February 2021

FASTBUCKS HOLDING CORPORATION

Call Center Manager

DALLAS, TX

August 2010 – June 2018

- Promoted from agent to manager
 - Recruited team, developed call center into a valuable asset through interdepartmental collaboration
 - Significantly improved outcomes related to sales, customer service, and employee retention
 - Demonstrated thorough comprehension of stringent compliance standards
 - Oversaw centralized consumer credit analysis and approval
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EXAMS AND LICENSES

TEXAS GENERAL LINES - PROPERTY & CASUALTY LICENSE

January 2019

COMMUNITY SERVICE

DALLAS RESOURCE CENTER

Young Professionals Advisory Council Lifetime Member

DALLAS, TX

March 2018 - Current

- Supporting the Youth First program to benefit local LGBTQ+ youth
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ADDITIONAL INFORMATION

LANGUAGES: English native speaker; basic French, Italian, and Spanish

SKILLS: Learning • Financial Analysis • Collaboration • Leadership • Problem Solving • Organization
Communication • Numerical Reasoning • Critical Analysis • Attention to Detail • Compliance

COMPUTER: C++ • Stata • Minitab • Microsoft Office • Typing Speed: 90+ WPM

INTERESTS: World Travel • Fashion Design • Martial Arts • Outdoor Recreation