

DONNA M. PETERSON

924 Wilder Ave. ✱ Helena, MT 59601 ✱ 406-449-2376 ✱ Donna@EarthsongEnterprises.com

SUMMARY OF QUALIFICATIONS

Adaptable and seasoned professional with demonstrated expertise in the following broad based competencies:

CUSTOMER SERVICE

MS OFFICE AUTOMATION

CREATIVE PROBLEM SOLVING

ADMINISTRATIVE PROCEDURES

RELATIONAL DATABASES

QUALITY ASSURANCE

GRAPHIC DESIGN

USER DOCUMENTATION

PROJECT MANAGEMENT

- Excellent analytical abilities with strong talent for organizing and managing large amounts of complex information.
- Proven analytical and design skills, exceptional writing ability, extensive background in technical editing and document and report formatting.
- Current software focus includes Microsoft Office Suite, with emphasis on Word, Excel, Outlook and Access.

PROFESSIONAL EXPERIENCE

STATE OF MONTANA – *Helena, Montana*

November 2011 - Present

Program Manager, Prescription Drug Registry

Selected to direct the implementation and daily operation of a new program designed to identify drug misuse and drug diversion by Montana residents. Coordinate with the Montana Board of Pharmacy, members of Montana's law enforcement, medical and governmental communities, Montana Interactive (the state's E-Commerce entity), and the general public. Understand and administer laws and rules governing the Montana Prescription Drug Registry (MPDR) while providing top-quality customer support.

- The MPDR is scheduled to begin receiving data submissions in February 2012, and will be available for reporting by legally authorized individuals a few months later.

EARTHSONG ENTERPRISES - *Denver, Colorado and Helena, Montana*

1989 - Present

Sole Proprietor

Founded a company providing administrative consulting services to a wide variety of clients, including:

- Book editor: Typed and formatted print-ready manuscript, edited for grammar and punctuation.
- Financial planning company: Customized ACT database and reports; developed numerous macros and document templates; provided basic web site design, and configured automated marketing tools.
- Massage therapist: designed logo and stationery, created Office templates.
- Montana based magazine: Edited articles.
- Nursing home management company: Edited and formatted loan application book for the purchase of five facilities; prepared numerous license applications; coordinated vendor notification and credit applications.
- Online newsletter: Designed and maintained basic website, provided editorial support.
- Online resume service: Wrote professional-quality resumes.

STATE OF MONTANA – *Helena, Montana*

July 2010 – November 2011

Customer Service Assistant, Board of Medical Examiners

Assigned by temporary agency to the Department of Labor and Industry's Board of Medical Examiners to perform the duties of an Application Specialist and to perform special projects; later hired as a State employee in the same position. Responsible for processing license applications for Physician Assistants, EMTs, Podiatrists and Physicians; providing customer service to applicants, other medical personnel and the general public; understanding and administering laws and rules governing professional licensure; and meeting high standards of quality and excellence. Process applications for continuing education approval on behalf of the Board of Social Workers; assist multiple licensing Boards with scanning backlog.

- Selected to participate in testing and implementing a new document management software package for the entire Licensing Bureau; wrote an SOP including internal policies, procedures and user instructions for new software.
- Designed and documented revisions to Physician Assistant web site with emphasis on developing user-friendly interface.
- Expanded an existing SOP for processing Physician Assistant applications and developed a new Board-Wide SOP for all professions governed by the BOME.
- Recognized by managers and peers as a hard-working creative problem solver.

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WESTAFF – *Helena, Montana*

January, 2010 – February, 2011

Temporary Employee

Hired by a leading temporary agency to provide office support to their clients. Assignments included customer service work for the Student Assistant Foundation (SAF), data entry for Race For The Cure, proofreading and clerical support for Blue Cross Blue Shield of Montana, and licensing and customer service for the Montana Board of Medical Examiners.

- Received high ratings from all clients.

EARTHSONG CANDLES – *Helena, Montana*

2007 - 2009

Sole Proprietor

Founded a soy candle making company offering high-end ready-made products, custom made soy candles, and one-of-a-kind artistic soy candle creations. Responsible for all aspects of business management, marketing and production. Taught soy candle making classes, operated booths at various shows and marketed products online.

ALPINE ACCESS – *Golden, Colorado*

2004 - 2005 and 2006

Sales Associate

Chosen by a leading distributed call center to provide part-time, web-based telephone services to incoming callers from the comfort of my own home: Consistently met or exceeded established performance metrics.

- Provided sales and customer service for Office Depot and Viking Office Products.
- Offered tightly scripted sales to incoming callers for ProActiv, Carleton Sheets, Rich Dad/Poor Dad, etc.
- Responded to incoming calls with conversational selling for Hooked on Phonics, 1-800-Flowers, Yankee Harvest Country Store, Total Gym, and others.

EARLY CAREER HISTORY

AGATE ASSOCIATES, LLC - *Denver, Colorado*

1998 - 2002

Principal Consultant

SHEPHERD MILLER, INC. - *Denver, Colorado*

1996 - 1998

Administrative Assistant

C.C. JOHNSON & MALHOTRA, PC - *Lakewood, Colorado*

1992 - 1996

Administrative Assistant, Part Time

HMO COLORADO, INC. (AN AFFILIATE OF BLUE CROSS BLUE SHIELD) - *Denver, Colorado*

1981 - 1989

Supervisor, System Support

BLUE CROSS BLUE SHIELD OF COLORADO (CURRENTLY ANTHEM BCBS) - *Denver, Colorado*

1973 - 1981

Unit Lead

EDUCATION, CERTIFICATION AND AWARDS

YWCA WOMAN OF ACHIEVEMENT HONOREE

1985

UNIVERSITY OF DENVER

Denver, Colorado

Certificate in Management

1983

METROPOLITAN STATE COLLEGE

Denver, Colorado

Curriculum in Graphic Arts

1978 – 1980

FORT LEWIS COLLEGE

Durango, Colorado

General Studies

1971 – 1973