

MICHAEL PETERSON

CONTACT



303-972-7771 / 303-995-5742



mikeypeterson@hotmail.com



Littleton, Colorado 80128

SKILLS

- Workflow Planning
- Project Management
- Business Administration
- Office Management Software
- Resource management
- Senior Leadership Support
- Customer and Client Relations
- Written and Verbal Communication
- Mentor/Mentee relationship
- Delegating
- Team Bonding
- Conflict Resolution
- Critical thinking
- Detail-oriented
- Reliable
- Problem-solving
- Customer Service
- Credit and Collections
- Policy and Procedure Modification
- Banking Operations
- Information Protection

CAREER OBJECTIVE

To obtain a full-time position in a reputable organization where I can leverage my strong interpersonal skills and develop my hard skills to become a valuable asset to the company.

EXPERIENCE

2017 - Present

OFFICE MANAGER

DOUG LARSON PHOTOGRAPHY

- Maintains office services by organizing office operations and procedures, preparing payroll, controlling correspondence, designing filing systems, and managing supply acquisitions. Maintaining client and photographer schedules. Managing vendor relations. Supervise and perform clerical functions.

2007 - 2017

RISK MANAGEMENT - MANAGER

EPS

- Managing a portfolio of 5000+ merchants. Trend analysis, track merchant volumes, and process refunds and chargebacks. Conduct fraud investigation, ensured compliance and regulatory requirements. Handle underwriting activities. Client negotiation. Manage staff that tends to customer attrition rates, works with existing merchants to improve business and maintain relationships. Monthly reporting and reconciliation of settlement packages from banks.

2001 - 2006

ELIGIBILITY SPECIALIST/ COUNSELOR

URBAN PEAK HOMELESS YOUTH SHELTER

- Working closely with homeless youth in a shelter setting. Various duties included arranging educational services for youth through the Denver mayors' office, acted as a liaison between the mayor's office and urban peak, outreach counselling case management.

EDUCATION

UNIVERSITY OF COLORADO, BOULDER

- Bachelors of Science in Psychology, Sociology, and International Business

UNIVERSITY OF PHOENIX, DENVER

- Faculty Member/Teacher of Psychology and Critical Thinking