

CURRICULUM VITAE OF DEBBIE PETERSEN

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CURRICULUM VITAE

Name:	Debbie
Surname:	Petersen
Nationality:	South African
SA Identity Number:	61022660098080
Sex:	Female
Marital Status:	Married
Dependents:	None
Address:	6 Rooiberg Avenue Bosmont Johannesburg 2093
Contact Number:	082-857-5014
Languages:	English Afrikaans
Health:	Excellent
Criminal Record:	None
Passport:	Applied
Contact Details:	<u>debbie.petersen@1961@gmail.com</u>
Availability:	1 month notice is required
License:	Code 8

SECONDARY EDUCATION

School attended:	CJB Secondary School Johannesburg
Year Graduated:	1978
Education Obtained:	National Senior Certificate
Subjects:	English Afrikaans Accounting History Biology Home Economics
Sport Achievements:	Hockey Athletics Dancing Netball

TERTIARY EDUCATION/TRAINING

Awarding Body:
Training Received:
Date completed:

Damelin Management School
Supervision Diploma
2000

EMPLOYMENT HISTORY

Name of Firm:
Position Held:
Period of Work:
Duties:

Status Medical Aid
P.A to GM
1980 September – 1985 August
Preparing file for the Medical Advisor,
Screening all the calls, organising all
meetings, booking appointments,
minutes, responsible for organising all
functions. Ordering stationery, banking,
and advertising. Letters of
appointment, contracts and
confidentiality letters. Work in a team
environment, to ensure and maintain
professionalism at all times

Name of Firm:
Position Held:
Period of Work:
Duties:

Northern Medical Aid
Supervisor
1985 September – 1999 September
Daily statistics, monitoring all calls on a
daily basis, liaising with irate members,
problem solving, council and motivating
staff, action disciplinary. Work in a team
environment, to ensure and maintain
professionalism at all times

Name Of Firm:
Position Held:
Period of Work:
Duties:

Fedsure Health
Supervisor
1999 October – 2000 November
Daily statistics, monitoring all calls on a
daily basis, liaising with irate members,
problem solving, council and motivating
staff, action disciplinary. Training new
staff. KPI's. Work in a team
environment, to ensure and maintain
professionalism at all times

Name of Firm:
Position Held:
Period of Work:
Duties:

Dynamic Information Network
P.A to Managing Director
2000 December – 2002 – September
Screening all the calls, organising all meetings, booking appointments, minutes, responsible for organising all functions. Ordering stationery, banking, and advertising. Letters of appointment, contracts and confidentiality letters. Work in a team environment, to ensure and maintain professionalism at all times

Name of Firm:
Position Held:
Period of Work:
Duties:

Eternity Health
Call centre supervisor
2002 November – 2005 August
Daily statistics, monitoring all calls on a daily basis, liaising with irate members, problem solving, council and motivating staff, action disciplinary. Training new staff. KPI's. Work in a team environment, to ensure and maintain professionalism at all times

Name of Firm:
Position Held:
Period of Work:
Duties:

MSO
Call centre supervisor
2006 March – 2018 September
Daily statistics, monitoring all calls on a daily basis, liaising with irate members, problem solving, council and motivating staff, action disciplinary. Training new staff. KPI's. Maintaining the SLA as a priority. Work in a team environment, to ensure and maintain professionalism at all times.

Name of Firm:
Position Held:
Period of Work:
Duties:

Medscheme
Call centre supervisor
2018 October – Current
Daily statistics, monitoring all calls on a daily basis, liaising with irate members, problem solving, council and motivating staff, action disciplinary. Training new staff. KPI's. Maintaining the SLA as a priority. Work in a team environment, to ensure and maintain professionalism at all times.

REFERENCES

Jolene Niewoudt:	082-659-2587
Ella Nortman	082-444-1794
Cathy van Rooyen	082-562-9662
Yolande Davids	084-252-2618
Cathy Hopf	083-256-0672
Melissa Arndt:	082-979-2651
Veronica Jansen	084-418-4822

PERSONAL DESCRIPTION

I am a hardworking, empathetic woman who can work well under pressure to maintain my responsibilities as well as my duties and make sure that I deliver what is expected of me at the end of each working day. I have a good sense of humour and able to keep staff motivated. I am very enthusiastic and ambitious about my job and daily activities. I am team orientation, understand and respect all the different cultures and I enjoy leading people to the best of their abilities.