



FOR IMMEDIATE RELEASE

## Midland Davis Announces Promotion of Susan Petersen to Director of Customer Service

Moline, IL **[DATE]** – Midland Davis, a leading provider of [product/service], is pleased to announce the promotion of Susan Petersen to the position of Director of Customer Service. This significant milestone recognizes Petersen's exceptional contributions, leadership abilities, and unwavering dedication to ensuring superior customer experiences.

In Petersen's previous role as Customer Service Manager, she consistently demonstrated an exceptional commitment to customer satisfaction and played a pivotal role in enhancing our customer service operations. Their exceptional communication skills, problem-solving abilities, and passion for delivering outstanding service have been instrumental in fostering long-lasting relationships with our valued customers.

As the Director of Customer Service, Petersen will assume a strategic role in further strengthening our customer-centric approach, elevating service standards, and driving continuous improvement initiatives across the entire customer service department. They will oversee a team of dedicated professionals, ensuring the delivery of prompt, efficient, and personalized support to our customers while aligning with the company's mission and values.

Petersen brings 7 years of industry experience and a proven track record of success to her new position. Her ability to motivate and inspire her team, coupled with her keen insight into emerging customer service trends, will undoubtedly empower Midland Davis to remain at the forefront of providing exceptional customer experiences.

Midland Davis Corp., established in 1892, is a fifth generation family-owned business. The company operates a recycling plant for paper, plastic, scrap metal, wood and pallets in Moline, IL, as well as brokerage offices in Moline; St. Louis, MO; Muskogee, OK; Atlanta, GA; Aurora, IL; St. Catherines, Ontario; and now Starkville, MS. Midland Davis has continued to invest in the strategic growth and development of its recovered paper, plastics and postconsumer metals brokerage division. The business unit now serves recycling companies, paper mills and recovered plastics consumers worldwide.

For more information, contact Leonard Zeid, (314) 997-6116 or [leonard.zeid@midlanddavis.com](mailto:leonard.zeid@midlanddavis.com).