

# Accounts Specialist

## ROBERT SMITH

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### Objective

An organized and detail oriented individual who works well with limited or no supervision, previous experience managing various duties in offices and acting as a supervisor, experience handling financial transactions and maintaining detailed financial records. Great ability to analyze financial, employment data and organize detailed information.

### Skills

AS-400, Shaw, FACS, Lease Pak, Credit Commander, Web Tracker, Fast Data

### Work Experience

#### Accounts Specialist

**Bank Of The West** - August 2007 - Present

- Contact customers through effective telephone collection methods to determine the reason for delinquency, verify all information, evaluate the customers willingness and ability to pay, and resolve the account to current status or institute measures to conclude the account satisfactory.
- Completes any updates on account information, and any required paperwork related to a transaction.
- Processes credit card payments, and credit using online pay portal &quot;paydici&quot;.
- Negotiate corrective action on delinquent accounts to ensure most profitable resolution.
- Transferred accounts in an assigned portion of a portfolio from delinquent to current status.
- Control losses by the number of repossessions and charge offs assigned in the collection queue.
- Locate through effective skip tracing techniques for customers, and collateral to minimize potential loss situations.

#### COLLECTOR II

**Emerald Staffing** - June 2007 - July 2007

- Contacted customers through telephone or by mail regarding past due contractual account.
- Collected on overdue accounts by contacting customers to determine reason for overdue payments.
- Reviewed all past due accounts in assigned portfolio and made decisions regarding the appropriate collection action to be taken, based on amount past due, credit stability of the account and other factors as deemed appropriate.
- Maintained consistent professional communication with customers regarding potential payment deficiencies or delinquencies.
- Made decisions regarding legal action, if any, to be taken on assigned accounts.
- Consistent top ten in the houston district by continuing to build client base.
- This is Dummy Description data, Replace with job description relevant to your current role. In case if you dont need it you can delete it.

## Education

BS - 1991(Business Computer Institute )