

Bill Collector

ROBERT SMITH

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Objective

Energetic professional with an ability to multi-task, work well under pressure and in fast-paced environments. Learn and adapt quickly to new situations. Communicate effectively in cross - functional departments, meticulous attention to detail, and goal oriented.

Skills

Can type 40 to 45 words per minute. Answering multiple telephone lines. Filing, copying, and utilizing the fax machine.

Work Experience

Bill Collector

ABC Corporation - 2005 - 2007

- Reviewed judgments and prepared necessary documents for legal counsel.
- Managed and developed new procedures to ensure efficient administration of judgments, including appropriate filing and record management.
- Operated dialer on a daily basis to meet monthly goals.
- Successfully negotiated payment arrangements by securing payment and continually following-up.
- Performed various administrative functions for assigned accounts, such as updating debtor information, purging records of deceased debtors, conducted skip-tracing, etc.
- Arrange for debt repayment or establish repayment schedules, based on customers financial situations.
- Conferred with clients/debtors by telephone or in-person to determine reasons for overdue payments and to review the terms of sales, service, or credit contracts.

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ABC Corporation - 2004 - 2005

- Making and receiving incoming calls from customers, helping customers to realize how important it is to have them go back on a sensible payment arrangement and provide solutions to their debt.
- Maintaining customers on their payment arrangement with their Citibank default account.
- Promoted to a senior team lead helping new representatives and establish representatives to assist them getting their customers on payment arrangement.
- Promoted to Supervisor.
- Being responsible for others assuring that goals that were given were being met.
- Making sure that each representative had passing QA scores to submit to Citibank.
- Maintain organize files for each representative under my supervision..

Education

- 2001(Riverside Community College - Norco, CA)