

ROBERT SMITH

Collection Agent I

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A personable and professional customer service provider seeking to obtain a challenging position that will convey compassion toward those in need of healthcare. Performs a wide variety of secretarial, accounting and general administrative duties. A wide range of customer services such as Greetings and checking in guests/patients while answering the phone lines and assisting guests/patients. Also responsible for taking appropriate phone messages, scheduling meetings, providing information to and for the patients, maintenance and upkeep of the reception area, distributing mail and assisting other employees as needed.

EXPERIENCE

Collection Agent I

ABC Corporation - 2010 - 2013

- Placing approximately 200+ outgoing phone call for to consumer to induce the Hardship Program.
- Collected customer feedback and made process changes to exceed customer satisfaction goals.
- Provided accurate and appropriate information in response to customer inquiries in order to maintain a positive customer experience.
- Locate customers using credit bureau information, background checks, loan documents, and other paper work.
- Locate and notify customers of delinquent accounts by mail, telephone, or personal, visits to solicit payment.
- Advise customers of necessary actions and strategies for debt repayment.
- Trace delinquent customers to new addresses by inquiring at post offices, telephone companies, credit bureaus, or through the questioning of neighbors.

Collection Agent

ABC Corporation - 2009 - 2010

- Exceeded companys expectations by consistently surpassing collection quota by making more than 80 calls per day.
- Worked within a highly fluid call center environment while providing great customer service.
- Collected delinquent accounts on behalf of banks, utility companies, and other key accounts.
- Collected payments over the phone.
- Accurate and complete documentation.
- Advised customers of necessary action for debt repayment that would be in their best interest by asking probing questions to assess financial situation.

- Also included computer work, researching accounts, and typing..

EDUCATION

- High School Diploma - (Providence High School)

SKILLS

Customer Relations, Administration, Education.