

ROBERT SMITH

Collection Manager III

info@qwikresume.com | [LinkedIn Profile](#) | [Qwikresume.com](#)

A competent, skilled, creative and results-driven professional with a strong record of achievement in providing the necessary business expertise to ensure streamlined operations, customer satisfaction, increased proficiency and profitability.

EXPERIENCE

Collection Manager III

ABC Corporation - 2002 - 2006

- Managed Fleet Services with portfolio of over \$300 million, review work and monitor telephone calls of team members verifying adherence to all policies, procedures, rules and regulations while ensuring customer service objectives are met.
- Analyze queue and process management workflow ensuring production and performance goals are met.
- Handle escalated calls from team members, approve and review accounts within working supervisor queue, and effectively communicate both corporate and department objectives on a regular basis.
- Motivate and create a positive working environment achieving high-level productivity and performance standards, prepare performance appraisals and provide feedback/recommendations.
- Assess associate development needs, draft associate development plans, and monitor associate performance.
- Provide recommendations for hire, advancement, promotion or termination of employment.
- Train and coach associates to support business objectives; average number of direct reports 26 (at a minimum of 5% of supervisors/managers time).

Collection Manager

ABC Corporation - 1997 - 2002

- Was originally hired on as a collector but was promoted to Collection Manager 3 months later.
- Was assigned a team of 9 collectors to liquidate a Ballys Total Fitness portfolios.
- Successfully taught and trained my team of collectors to liquidate portfolios at a high percentage.
- My duties included interviewing collectors for various positions.
- Training those collectors to liquidate professionally, and effectively by asking probing questions.
- Also was required monthly to train collectors on FDCPA rules and regulations and was required to monitor and grade each collector 15

times a month.

- Each collector was given a report on their performance based on raw data, as well as intangibles.

EDUCATION

- Bachelor of Science in Business / Management - (UNIVERSITY OF PHOENIX - Las Vegas, NV)

SKILLS

Forklift Operator, Factory experience, Machine operator/Hands on power tool experience, Leadership experience.