

Robert Smith

Team Supervisor/Collection Specialist

CONTACT DETAILS

1737 Marshville Road,
Alabama
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www.qwikresume.com

SKILLS

Microsoft Office Word.

LANGUAGES

English (Native)
French (Professional)
Spanish (Professional)

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

Reference - 1 (Company Name)
Reference - 2 (Company Name)

PERSONAL STATEMENT

Business professional offering over 8 years' experience managing collections, accounts receivable, and client relations. Excellent office skills conducting research, resolving client issues and increasing revenue for firm.

WORK EXPERIENCE

Team Supervisor/Collection Specialist

ABC Corporation - February 2013 - March 2015

Responsibilities:

- Directly responsible for managing \$3.7 million in accounts receivable annually.
- Manage accounts for major clients including Cameron and Halliburton.
- Verify information and audit the invoices; enter Checks, ACH, EDI, Wire, Credit Cards using QuickBooks, research wire payments and post accordingly.
- Interface with customers daily in collection efforts.
- Maintain collection report with adequate notes for 20 offices.
- Maintained Credit Logs, log incoming Check Info in A/R; process credit cards via the phone.
- Accomplishment Reduced 60 to 90 day past due invoices from 21 to 24 % to 9% with a total decrease of 15% at the highest.

Collection Specialist

ABC Corporation - 2009 - 2013

Responsibilities:

- Effectively managed approximately 1300 accounts monthly, providing daily progression toward resolving outstanding invoices with clients.
- All clients consisted of attorneys and court reporters.
- Average personal recovery rate was 25k to 30k daily.
- Effectively devised payment plans and resolutions to benefit both client and service provider (LexisNexis).
- Provided adequate customer service tactics consistently on all calls.
- Established and maintained excellent communication between client and service provider (LexisNexis).
- Adequately updated all necessary departments with pertinent information allowing efficient decisions to be made..

Education

BS - (Western International University - West Lincoln High School - West Lincoln, MS)