

EVELYN WHITE

Collection Specialist

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PROFESSIONAL SUMMARY

Accomplished Collections Specialist with 7 years of expertise in maximizing recovery rates and enhancing client relationships. Demonstrated success in negotiating effective payment plans and implementing strategies that significantly reduce delinquency rates while maintaining compliance. Committed to fostering customer satisfaction and streamlining collection processes to optimize cash flow.

WORK EXPERIENCE

Collection Specialist

Maple Leaf Consulting

📅 Apr / 2020-Ongoing

📍 Toronto, ON

1. Evaluate collection functions and implement strategies to minimize company losses and improve cash flow.
2. Assist in defining and achieving collection objectives to ensure targets are met.
3. Analyze accounts to identify issues contributing to delinquency and collaborate with management for resolution.
4. Collect outstanding receivables through effective communication and follow-up.
5. Resolve billing discrepancies to decrease delinquency rates.
6. Establish and maintain professional relationships with clients to facilitate payment.
7. Conduct direct interactions with customers to enhance collection efforts and establish trust.

Collection Specialist

Silver Lake Enterprises

📅 Apr / 2018-Apr / 2020

📍 Seattle, WA

1. Negotiate payment plans with clients to facilitate timely payments and reduce outstanding debts.
2. Provide exceptional customer service by actively listening to clients' concerns and addressing their needs.
3. Manage high-pressure situations while maintaining a focus on customer satisfaction.
4. Bilingual in Spanish and English, enhancing communication with diverse clients.
5. Serve as a mentor to new team members, providing guidance and support.

EDUCATION

Bachelor of Science in Finance

University of Michigan

📅 Apr / 2016-Apr / 2018

📍 Toronto, ON

Focused on financial analysis and management principles.

SKILLS

Data Analysis Tools



Conflict Resolution



Accounts Receivable
Management



Payment Negotiation



ACHIEVEMENTS

- ★ Successfully reduced accounts receivable aging by 30% within one year through targeted follow-up strategies.
- ★ Achieved a 25% increase in collection rates by implementing a new customer communication protocol.