

Collections Account Representative

ROBERT SMITH

Phone: (123) 456 78 99
Email: info@qwikresume.com
Website: www.qwikresume.com
LinkedIn: linkedin.com/qwikresume
Address: 1737 Marshville Road,
Alabama.

Objective

Professional and effectual leader with a proven track record of exceeding quotas and expectations. Over 8 years of experience specializing in complex collection scenarios. Strong manager with extensive telesales and training experience, multitasker, strong communicator with a mastery of oral presentations, problem solver, excellent time management, logistics and entrepreneurial skills.

Skills

Typing 45 WPM, MS Office/Word/Excel, Data Entry, 10 Key, Fax Machine, Copy Machine, Telephone, Verbal, Communication, & Listening, Customer Service. Call Center, Money Handling, Dispatch, collections, Clerical, Administrative Assistant, Multi-Tasking.

Work Experience

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ABC Corporation - 2015 - 2020

- Collected payments on past due bills.
- Conducted 150-200 daily collection calls.
- Maintained and/or exceeded required monthly goals, and consistently received monthly incentives.
- Located customers using credit bureau information, background checks, loan documents, and other paperwork, while utilizing computer systems to handle skip tracing.
- Informed clients of overdue accounts and amount currently owed.
- Reviewed terms of agreement and ensured all client information was correct, including phone numbers and addresses.
- Established repayment plans and new terms.

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Delta Corporation - 2000 - 2015

- Placed outbound calls to collect debts accrued to Sprint PCS.
- Used negotiating tactics and education to assist the customer while achieving my goal.
- Responsible for setting up and processing payments electronically for the Illinois State Toll Way consistently exceeded company goals to heighten.
- Utilized web-based programs, investigative tools, and Skip Tracing books to locate "contact" debtors to collect debts owed.
- Responsible for negotiating settlements and payment arrangements on accounts.
- I contact delinquent taxpayers to establish acceptable payment plans and arrangements to resolve state debts.
- Manage collections of multiple delinquent or charged-off accounts.

Education

GED