

Objective

To obtain a Collections Account Representative position that will enable me to use my strong organizational skills, customer service background, and ability to work well with people.

Skills

Microsoft Windows & Mac OS Proficient, Microsoft Word.

Work Experience

Collections Account Representative

ABC Corporation - September 2007 – April 2008

- Specialized in accounts receivable and soft collections of long-distance communications and data services for government and business accounts in an inbound/outbound call center.
- Collected past due accounts while providing customer service in a fast-paced work environment.
- Documented detail-oriented account information Utilized multiple computer programs such as PeopleSoft, Casper, Orbital, Microsoft Outlook, Word, and Excel.
- Utilized strong written and verbal communication skills via phone and email.
- Maintained direct communications with corporate-level employees regarding customer accounts, procedures, and follow-up.
- Conducted detailed invoice and payment-history research to assist accounts payable departments in identifying the origination of past due amounts, short pays and/or overpays.
- Maintained a daily collections productivity log.

Collections Account Representative

Delta Corporation - 2005 – 2007

- Responsible for assisting callers of defaulted accounts to set-up payment arrangements and resolve the debt.
- Conduct skip tracing to locate the debtor and establish contact for the re-payment of the debt Exceeded the monthly-required quota for new customer .
- Informed clients of account status and payment options.
- Responsible for customer inquiries and provided solutions to their problems.
- Collected debts through telephone contact and made payment arrangements with the clients.
- Manage individual delinquent accounts Call debtors and schedule repayment plans or full payments of delinquent accounts Pull credit reports and make .
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Education

GED