



SOPHIA BROWN

Collections Specialist

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PROFESSIONAL SUMMARY

Detail-oriented Collections Specialist with 7 years of experience in commercial collections, adept at managing accounts, negotiating payment plans, and maintaining client relationships to ensure timely debt recovery.

WORK EXPERIENCE

Lead Collections Specialist
Seaside Innovations

Dec / 2019-Ongoing
Santa Monica, CA

- Managed commercial collections by contacting clients via phone and email to secure payments on outstanding invoices.
- Provided detailed account information and payment options to clients, enhancing their understanding of services rendered.
- Processed incoming and outgoing calls efficiently, ensuring all customer interactions were logged accurately.
- Documented customer transactions, inquiries, and complaints, maintaining comprehensive records for future reference.
- Identified and resolved customer concerns promptly, escalating issues to management when necessary.
- Facilitated payment collection through various methods, including credit card processing and electronic checks.
- Collaborated with internal teams to address customer grievances and improve service delivery.

Collections Specialist
Crescent Moon Design

Dec / 2017-Dec / 2019
Portland, OR

- Engaged with commercial clients with overdue balances under \$30,000 to negotiate payment arrangements.
- Educated clients on repayment strategies and the importance of maintaining good credit.
- Maintained accurate records of customer financial statuses and collection efforts, ensuring compliance with company policies.
- Utilized multiple communication channels to reach clients with delinquent accounts, including mail, phone, and email.
- Escalated unresponsive accounts to legal teams for further action, ensuring all protocols were followed.
- Collaborated with the legal department to initiate collections on accounts exceeding 90 days past due, resulting in a 50% recovery rate.

EDUCATION

Bachelor of Science in Business Administration
University of Phoenix

Dec / 2015 - Dec / 2017
Denver, CO

Focused on finance and management principles, equipping students with skills for effective business operations.

SKILLS

Advanced Excel Skills
Debt Recovery Software
Negotiation Skills
Customer Relationship Management
Time Management
Ability to Work Under Pressure

INTERESTS

Podcasts
Language Learning
Dancing
Cycling

STRENGTHS

Integrity
Intuition
Leadership
Listening

LANGUAGES

English 80%
Spanish 80%
German 80%

ACHIEVEMENTS

- Achieved a 95% collection rate on overdue accounts, significantly reducing the company's bad debt.
- Implemented a new follow-up system that decreased average collection time by 30%.
- Utilized data analysis to identify trends in late payments, allowing for proactive outreach and improved collections.