

Robert Smith

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Commercial Collector

SUMMARY

Seeking a position in a fast-paced, goal oriented environment requiring an accomplished negotiator with excellent customer relation skills, a strong team focus, and a track record for delivering results.

SKILLS

Collections, Customer Service, Negotiation, Problem Resolution.

WORK EXPERIENCE

Commercial Collector

DH Pace - July 2012 - 2020

- Reconciled customer accounts to resolve collection, reconciliation issues, and disputes.
- Maintained relationships with Division Managers and external customers. Placed accounts on credit hold when necessary.
- Completed lien waivers per customer requests and payments received Grant credit approval within credit limits of \$5,000.
- Tracked and maintained a detailed spreadsheet of disputes and status for credit customers.
- Reviewed job accounts and confirmed preliminary lien notices were sent required by state statute Account maintenance, prepare new accounts, make changes, and update account information.
- Prepared outgoing correspondence to patients for insurance verification purposes.
- Performed various complex adjustments for medical claims with the ability to seamlessly maneuver and manipulate various systems.

Commercial Collector

Delta Corporation - 2008 - 2012

- Conducted recoveries of delinquent accounts on behalf of various clients, primarily involved in telecommunications, construction materials and allied .
- Handled the forwarding of accounts for legal pursuit.
- Charter Real Hospital University Hospital Driscoll Hospital Work with commercial collection roles with these facilities during these 3 years.
- Assist with hospital collections - UB92 form.
- Credentialing.
- Collector of delinquent American Express commercial and consumer accounts.
- Calling debtors to collect money while maintaining a database.

EDUCATION

BS in Accounting - 2009(Park University - Parkville, MO)