

ROBERT SMITH

Compliance Representative

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SUMMARY

Compliance Representative with 2 years of experience in Auditing and preparing all Title 31 Currency Transaction Reporting and all suspicious activity reporting under the provisions of FinCEN. Ensures that all filings are completed in a timely manner.

SKILLS

Communication, Management, Designing.

WORK EXPERIENCE

Compliance Representative

ABC Corporation - August 2001 – January 2001

- Collected on delinquent child support utilizing voluntary and involuntary collection actions.
- Maintained relationships with brokerage firms to aid in collection efforts.
- Designed installment agreement form which increased productivity for collectors.
- Implemented the use of Microsoft Outlook within the unit to follow up on cases more efficiently.
- Communicated to debtors via telephone and written correspondence.
- Managed caseloads effectively and efficiently.
- Led member of the Forms Team and Internal Communications Team.

Compliance Representative

Delta Corporation - 1997 – 2001

- Answered customer inquiries via ACD system, written correspondence and the compliance work flow.
- Miscellaneous activities included ordering credit reports, completing outbound follow up phone calls for returned checks and other customer account .
- Handled multiple tasks simultaneously which entitled using strong negotiation and problem solving skills.
- Collected \$75,000.00 worth of debt in a months period References are available on request.
- Research historical customer information in order to make decision regarding company procedure, determine appropriate steps consistent with company .
- Conduct presentations on behalf of the Compliance Department Educate and train new employees company wide regarding the rules and regulations of the .
- Contact borrowers about their student defaulted loans, work specific accounts to meet a monthly goal.

SCHOLASTICS

- M.A. In Education