

Robert Smith

Credit Collections Analyst II

CONTACT DETAILS

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Alabama
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PERSONAL STATEMENT

Collections Analyst with experience in collections, bookkeeping, cost accounting, accrual based accounting, office administration, business operations, customer service, purchasing, sales and marketing.

WORK EXPERIENCE

Credit Collections Analyst II

Morrow Equipment Company, L.L.C - August 2015 - April 2016

Responsibilities:

- Contacted delinquent customers and gained insight as to why the invoices were unpaid.
- Determined the necessary action to assist customers in getting the invoices paid. Researched disputes and worked with internal and external staff to resolve them.
- Analyzed aging reports and account notes, advising management of account status on a weekly basis.
- Analyzed contract language and billing instructions sheets to communicate with customers effectively regarding why they were billed for specific items.
- Provided conditional and unconditional waivers and releases when requested.
- Wrote off uncollectable balances. Applied deposits. Reconciled customer accounts.
- Created spreadsheets for clients with multiple accounts to assist them in staying current.

Delinquency Management Specialist

Seterus Inc Through Manpower - August 2014 - February 2015

Responsibilities:

- Maintained delinquency of mortgage accounts 30 to 90 days past due, by communicating with customers on incoming and outgoing calls.
- Answered customer inquiries, investigated inaccuracies, and corrected errors.
- Acquired an understanding of government programs and loan servicing requirements. Communicated to customer's available federal programs.
- Conducted financial reviews to determine eligibility for any assistance.
- Documented all customer contact in accordance with established guidelines.
- Trained new hires on working with difficult customers, and effective negotiation strategies. Attended trainings as required.
- Consistently exceeded company set metrics for collection goals each month earning bonuses.

SKILLS

Great Plains, BAAN
Worktop, Quick Books,
Access Database,
PeopleSoft

LANGUAGES

English (Native)
French (Professional)
Spanish (Professional)

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

Reference - 1 (Company Name)
Reference - 2 (Company Name)

Education

Diploma - 4.0 GPA - Scholarship Awardee in Computer Science -
(Roseville Independence High School - Roseville, CA)
Business Transfer - 4.0 GPA in Accounting/Business - (Phoenix College -
Phoenix, AZ)