

General Credit Manager

ROBERT SMITH

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Objective

Twenty years of experience in the credit/lending industry including credit decisions, asset repossession, and personnel management Ten years as a Credit and Collections Manager Strong ability to interpret financial statements for purpose of determining credit worthiness Ability to manage a highly productive team of credit and collections staff Ability to communicate, multi-task, respond to emergencies and react to the situation at hand Capacity to manage complex and high volume of work flow.

Skills

Microsoft Excel, Microsoft Outlook, Microsoft Word, Mail Distribution, Phone Etiquette, Customer Service, Data Entry, Copiers, Printers, Fax servers, Postage Machines, Accounts Payable, Accounts Receivable, Management.

Work Experience

General Credit Manager

ABC Corporation - March 2013 - June 2016

- Supervised and coordinated activities of workers engaged in resolving customer problems and complaints concerning matters, such as merchandise, service and billing.
- Reviewed customer-complaint correspondence, noted any suggestions and assigned complaints to customer complaint clerks.
- Trained and assisted clerks in examining pertinent data to determine accuracy of customer complaint.
- Improve the Quality of Life of our customers by giving them the chance to own brand-name furniture, electronics, appliances and computers without the hassle or burden of credit cards.
- Delivering and setting up products in customers homes.
- Using our collections program to ensure timely customer payments.
- Servicing, picking up and refurbishing customers product.

Credit Manager

ABC Corporation - 2008 - 2013

- My role at Fidelity brought out some of my inherent abilities to crunch numbers.
- connect well with people, and sell.
- Prospected for business and demonstrated some good salesmanship by closing loan business.
- It also took a lot of perseverance and craft to collect on the inevitable past due accounts we racked up as a "secondary finance" lender.
- It didnt take me long to realize that my first "real job" wasnt a great fit.
- Didnt want to be in the business of loaning high-interest money to people who clearly couldnt afford to borrow it.
- Lesson learned..

Education

Bachelors in Psychology - (University of Oregon - Eugene, OR)