

ROBERT SMITH

Chain Store Credit Manager

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

SUMMARY

My previous and current work experience Includes management experience sales, credit, Cash and credit card handling, customer service, training new employees in different aspects, moving furniture, factory work, working with auto rims, plastic, glass and much more. I am experienced in leadership and training as well as maintaining machinery.

CORE COMPETENCIES

Sales, Customer Service, Business Analysis, Business Development.

PROFESSIONAL EXPERIENCE

Chain Store Credit Manager

ABC Corporation - November 2000 – March 2001

Key Deliverables:

- Responsible for the collection effort of the company to ensure that corporate accounts are maintain within contractual agreed upon time.
- Made weekly collection calls to past due corporate accounts based upon a generated delinquency list.
- Researched customer account using database software (Procon, Z-net, Oracle, and Command) to pinpoint any customer or company discrepancy concerning a clients account.
- Prepared and modified company spreadsheet for delinquent customers Reviewed and provided credit references about our clients to other firms looking to establish credit with client.
- Evaluated and modified companies financial statements for delinquent customers that were sent to the attorney for litigation.
- Assisted auditors in the research of company records for client financial and historical information.
- Communicated with salesmen in regional offices on a daily basis to obtain or distribute information.

Credit Manager

ABC Corporation - 1996 – 2000

Key Deliverables:

- Data entry.
- Speak to renters to arrange for payments or return of merchandise.
- Transcribed phone calls to renters file to keep clear records of payment plans, data and other scheduling.
- Organized and arranged files for payments and/or repossession.
- Made face to face contact visits to arrange payments, pick up/deliver merchandise.
- Was promoted from Customer accounts to credit manager in only a few months.

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- Skills Used Transcription, active listening, communication, dealing with public and ambiguity, records management, data entry..

EDUCATION

- B.S. in Business Administration - (University of North Carolina Greensboro Greensboro - Greensboro, NC)