ROBERT SMITH

Assistant Customer Assistance Specialist

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Sixteen years management experience; twenty-four years credit/collection; seven years call center experience; exceptional people skills. I am results oriented with a positive track record of promotions.

DECEMBER 2009 – AUGUST 2013

ASSISTANT CUSTOMER ASSISTANCE SPECIALIST - ABC CORPORATION

- Requested and collected all docs for underwriting to modify delinquent mortgage loan Monitor multiple databases to keep track 300 accounts in pipeline of inventory Set up electronic payments and monitor 3 to 7 payments to lead to successful close of modification.
- Acted as Lead for 10 associates.
- Handled and resolved all escalated "supervisor request" calls.
- Reviewed and analysised issues within company that stalled accounts.
- Repaired & resumed completion of modification Resolve problematic areas.
- Advised each department of root cause to repair broken "Chase system".
- Reviewed & analysised pre-foreclosure accounts for accuracy.

2007 – 2009

CUSTOMER ASSISTANCE SPECIALIST - DELTA CORPORATION

- Managed large portfolio of loans in various stages of default including those in imminent foreclosure status Familiar with loss mitigation processes .
- Gathered and verified all required customer information for tracking purposes.
- Defused volatile customer situations calmly and courteously.
- Help to resolve customers inquiries on how to avoid foreclosure with the process of modification, repayment, short sale and deed in lieu Mortgage .
- Referred to as the "Second Voice" for diverse situations dealing with internal and external customer and associates, providing solutions and further .
- Recipient of the Associate of the Month Award for commitment to "Going above and beyond the call of duty" on a regular basis Selected by management .
- This is Dummy Description data, Replace with job description relevant to your current role.

EDUCATION

GED in General Studies - (Scottsdale High School - Scottsdale, AZ)

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SKILLS

Customer Service, Leadership, Call Center Experience, Call Center Management.