ROBERT SMITH

Debt Collection Specialist I

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Seeking a position where organization, attention to detail, and being a team player as well as working independently is required. Past experience has included teaching high school students as well as being secretary to the Assistant Academic Dean.

MARCH 2013 – AUGUST 2015

DEBT COLLECTION SPECIALIST I - ABC CORPORATION

- Contact consumers to identify barriers preventing payments on disputed accounts.
- Negotiate payment arrangements/solutions to help consumers satisfy outstanding debts.
- Provide professional customer service in an accurate and timely manner.
- Document calls appropriately in all systems.
- Resolve accounts in a time-sensitive manner.
- Maintain a positive, problem-solving approach and positive relationships within a team environment.
- Able to move up to the top tier collectors where joined collectors that had over 10 years of experience.

2009 – 2013

DEBT COLLECTION SPECIALIST - ABC CORPORATION

- Helped customers come up with payment plans.
- Called and discussed debts.
- Followed all laws.
- Met and exceeded weekly and monthly goals.
- Helped train associates.
- Skills Used People Phone Math.
- This is Dummy Description data, Replace with job description relevant to your current role.

EDUCATION

Philosophy - 2008(Miami Dade College)

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SKILLS

Microsoft Office, CUBS Operating System, Lexus Nexus.