



BENJAMIN LEE

Debt Collector

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🌐 www.qwikresume.com

SKILLS

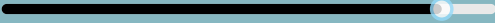
Team Leadership



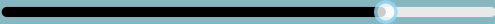
Multitasking Ability



Phone Etiquette



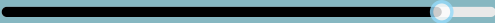
Report Writing



Legal Knowledge



Crm Software Proficiency



INTERESTS

★ Surfing

🥋 Martial Arts

👋 Community Service

👥 Blogging

STRENGTHS

⌚ Patience

🏔️ Perseverance

📅 Planning

⚙️ Positivity

LANGUAGES



English



Spanish



Mandarin

ACHIEVEMENTS

★ Achieved a 25% increase in collection rates over two years.

★ Successfully reduced outstanding debt by 30% through effective negotiation.

PROFESSIONAL SUMMARY

Results-driven Debt Collector with 5 years of experience in effectively recovering overdue accounts and negotiating favorable payment terms. Expert in utilizing conflict resolution and communication strategies to enhance client relations and achieve collection targets. Committed to compliance with regulations while fostering positive interactions and improving collection efficiency.

WORK EXPERIENCE

Debt Collector

Seaside Innovations

📅 Mar / 2021-Ongoing

📍 Santa Monica, CA

1. Accurately documented account activities and collection efforts to ensure compliance and reporting accuracy.
2. Managed sensitive customer information with strict adherence to confidentiality and data protection regulations.
3. Reviewed and processed incoming correspondence to determine necessary actions for account recovery.
4. Executed account maintenance functions in line with organizational policies to optimize recovery rates.
5. Maintained organized case files for 100-200 accounts, ensuring all records were updated and accessible.
6. Utilized negotiation techniques to settle accounts amicably while maximizing recovery.
7. Trained new team members on ethical debt collection practices and company policies.

Debt Collector

Crescent Moon Design

📅 Mar / 2020-Mar / 2021

📍 Portland, OR

1. Applied ethical debt collection techniques to ensure fair treatment of customers.
2. Quickly assessed customer circumstances to tailor collection approaches effectively.
3. Demonstrated strong negotiation and problem-solving skills to resolve payment disputes.
4. Collected payments from both first and third-party accounts, enhancing overall recovery rates.
5. Utilized Microsoft Office Suite for documentation and reporting, improving workflow efficiency.
6. Handled confidential information discreetly, maintaining customer trust and compliance.

EDUCATION

Associate of Applied Science in Business

Green Valley Community College

📅 Mar / 2019 - Mar / 2020

📍 Chicago, IL

Focused on business management and customer relations, preparing students for careers in the financial services sector.