

# ROBERT SMITH

## Default Resolution Specialist

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

### SUMMARY

As a Default Resolution Specialist, responsible for Delivering exceptional customer service that builds trust through expertise, responsive service and support. Sending out client communications, transaction processes, and interfacing with operations partners to ensure customer needs are met.

### CORE COMPETENCIES

MS Office, Excellent Communication Skills, Problem-Solving Skills.

### PROFESSIONAL EXPERIENCE

#### Default Resolution Specialist

ABC Corporation - 2015 – 2016

##### Key Deliverables:

- Developed rapport and instills confidence with clients in order to develop credibility & earn their trust as relationship manager.
- Developed and maintained long-term, profitable relationships and expanded share of wallet.
- Contacted the customer to obtain the necessary information to manage their application ensuring the customer is aware at all times of the status/result of the present and future payments.
- Handled incoming calls in an informed, professional, and efficient manner.
- Addressed the most complex escalated customer requests and transactions.
- Probed to understand customer needs and provides advice related to payments and overall collections strategies in the best interests of the customer.
- Integrated marketing promotions and programs into customer conversations as appropriate.

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ABC Corporation - 2014 – 2015

##### Key Deliverables:

- Exceed daily goals and bonus goals.
- Excellent interpersonal, communication and listening skills Proficient with MS Office Retain knowledge about .
- of Education to help enroll student borrowers with a defaulted status, into a repayment program in attempts to bring the loan back into a good .
- Working with existing borrowers regarding their student loans Counsel to remove loans from defaulted status by placing in a rehabilitation repayment .
- Provide accurate and appropriate information in response to customer inquiries.
- Demonstrated mastery of customer service call script within specified timeframes.
- Formulated and enforced Service Center policies, procedures and quality assurance measures.

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### EDUCATION

- Certificate in Business Technology - (St. Louis)