

# Robert Smith

## Default Resolution Specialist

### **CONTACT DETAILS**

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Alabama  
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### **SKILLS**

Complex Problem  
Solving,  
Telecommunications,  
Empathy, Production  
& Processing,  
Critical Thinking.

### **LANGUAGES**

English (Native)  
French (Professional)  
Spanish (Professional)

### **INTERESTS**

Climbing  
Snowboarding  
Cooking  
Reading

### **REFERENCES**

Reference - 1 (Company  
Name)  
Reference - 2 (Company  
Name)

## **PERSONAL STATEMENT**

Quick thinker with broad knowledge, creativity, relentless drive and a personable nature. Displays strong skills in time management, prioritizing tasks and meeting deadlines. Strong work ethic combined with commitment to excellence in all projects, a team player with exemplary communication and presentation skills.

## **WORK EXPERIENCE**

### ***Default Resolution Specialist***

**ABC Corporation - September 2014 - April 2015**

#### *Responsibilities:*

- Supported the development and promoted a business and group program. Identified business needs, designs/develops tools and training programs; may include delivery of training to audiences.
- Collaborated in efficient functioning of collections life cycle. Included participating in the execution of established loss mitigation solutions for the successful resolution of non-performing and high risk accounts.
- Delivered exceptional customer service that builds trust through expertise, responsive service and support.
- Followed documented policies and procedures to execute transactions, activities & processes.
- Maintained current knowledge of collections strategies, practices & trends and integrates into customer conversations in a professional manner.
- Maintained the confidentiality of customer and Bank information.
- Supported continuous improvement initiatives by identifying and implementing changes to make processes more effective and efficient.

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**Delta Corporation - 2012 - 2014**

#### *Responsibilities:*

- Student loan collections Setup defaulted federal student loan borrowers on payment plans to rehabilitate their loans.
- Negotiate payment arrangements with customers who have delinquent loans.
- Performed general office duties such as maintaining records and accounts Executed daily operations of skip tracing and related database searches .
- Assist borrowers in resolving default on their federal student loans Set up monthly payment arrangements for borrowers Skip trace accounts to find .
- Worked in a quota based atmosphere in which I successfully achieved goals.
- Provided and sold clients on solutions to their defaulted student loans.
- Explained benefits of the solutions and followed up with clients to make sure they did not fall out of rehabilitation.

## Education

High School Diploma - 2003(Everett Community College - Skokie, IL)