



# AVA DAVIS

## Director Of Collections

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### PROFESSIONAL SUMMARY

Results-oriented Director of Collections with 5 years of extensive experience in optimizing recovery operations and enhancing financial performance. Proven expertise in strategic planning, compliance management, and team leadership, driving significant improvements in recovery rates. Passionate about leveraging innovative strategies to foster collaboration and achieve organizational goals.

### WORK EXPERIENCE

**Director Of Collections** 📅 Jun / 2022-Ongoing  
**Maple Leaf Consulting** 📍 Toronto, ON

- 1. Conducted comprehensive financial analyses to establish and adjust credit limits for new and existing clients.
- 2. Led a team in developing and implementing policies and procedures for credit risk and collections.
- 3. Collaborated with in-house and external legal teams on litigation, bankruptcy, and recovery matters.
- 4. Reported directly to the VP of Billing and maintained regular communication with CFO and Senior Sales VPs.
- 5. Directed operational activities to achieve specified annual and monthly recovery objectives.
- 6. Participated in system migrations related to acquisitions, enhancing accounts receivable processes.
- 7. Built and maintained strong relationships with sales teams across all levels of the organization.

**Director Of Collections** 📅 Jun / 2020-Jun / 2022  
**Silver Lake Enterprises** 📍 Seattle, WA

- 1. Established a robust Collections Department across a four-state region, enhancing operational efficiency.
- 2. Managed collections for accounts over 30 days past due, ensuring compliance with industry standards.
- 3. Oversaw a team of over 200 collection associates, managers, and supervisors, driving performance improvements.
- 4. Designed and implemented innovative collection strategies that boosted recovery rates.
- 5. Provided expertise in developing and executing collection protocols, including a streamlined claims process.
- 6. Negotiated pre-settlement claims effectively, reducing potential losses.

### EDUCATION

**Bachelor of Science in Finance** 📅 Jun / 2018-Jun / 2020  
**University of Washington** 📍 Denver, CO

Focused on financial analysis, risk management, and strategic financial planning.

### SKILLS



### INTERESTS

- 🎮 Gaming
- 👜 Fashion
- 🎬 Film
- 💻 Technology

### STRENGTHS

- ⚖️ Fairness
- ↔️ Flexibility
- ➡️ Forward-thinking
- ❤️ Gratitude

### LANGUAGES



### ACHIEVEMENTS

- ★ Increased recovery rates by 30% through implementation of new collections strategies.
- ★ Developed and standardized collections policies, enhancing compliance and efficiency.
- ★ Successfully led a team through a major system migration, resulting in improved data accuracy.