



OLIVIA SMITH
Director Of Collections

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PROFESSIONAL SUMMARY

Accomplished Director of Collections with a decade of experience in spearheading recovery operations and enhancing financial outcomes. Proficient in compliance management, process optimization, and team leadership. Expertise in developing strategic initiatives that drive operational efficiency and improve recovery metrics, while fostering strong relationships with stakeholders.

WORK EXPERIENCE

Director Of Collections
Seaside Innovations
Jun / 2018-Ongoing
Santa Monica, CA

- 1. Oversaw comprehensive call center collection functions, maximizing recovery operations.
- 2. Directed both operational and strategic initiatives for the Collection Department, enhancing performance metrics.
- 3. Monitored performance of collections personnel, ensuring optimal efficiency and compliance.
- 4. Managed workload distribution and resource allocation for the collections team.
- 5. Fostered effective communication with financial institutions to exceed client expectations.
- 6. Analyzed daily reports to inform management and clients about collection performance.
- 7. Played a key role in budget development, ensuring adherence to financial goals.

Director Of Collections
Crescent Moon Design
Jun / 2015-Jun / 2018
Portland, OR

- 1. Conducted monthly forecasting of delinquency rates and collaborated with vendors on field collections.
- 2. Supervised and trained collection staff, focusing on performance improvement and delinquency reduction.
- 3. Managed recovery efforts for severely delinquent accounts, offering tailored solutions.
- 4. Led and motivated the collections team to enhance productivity and morale.
- 5. Innovated collection strategies for various loan types, improving recovery rates significantly.
- 6. Controlled inventory and scheduling for multiple financial products, ensuring compliance and efficiency.

EDUCATION

Master of Business Administration
University of Chicago
Jun / 2012-Jun / 2015
Phoenix, AZ

Focused on finance and operations management, enhancing strategic decision-making skills.

SKILLS



INTERESTS

- Podcasts
- Language Learning
- Dancing
- Cycling

STRENGTHS

- Intuition
- Leadership
- Listening
- Mentorship

LANGUAGES



ACHIEVEMENTS

- Increased recovery rates by 25% through strategic process improvements.
- Implemented a compliance program that reduced regulatory violations by 40%.