

# ROBERT SMITH

## Early Stage Account Manager

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### SUMMARY

Highly motivated and very goal oriented. Willing to learn new skills and take complex challenges to get the best results for the tasks at hand. Very effective communication and people skills and well as a great team member.

### SKILLS

Microsoft Excel , Gmail, Outlook , Lynch , Microsoft Word , Microsoft Excel, Knowledge Of FDCPA, FCRA, SCRA And Consumer Privacy Laws. Some Skip Tracing Training.

### WORK EXPERIENCE

#### Early Stage Account Manager

ABC Corporation - August 2015 – May 2016

- Provided customer service regarding collection issues, process customer refunds, process and review account adjustments, resolve client discrepancies and short payments.
- Responsible for monitoring and maintaining assigned accounts- Customer calls, account adjustments, small balance write off, customer reconciliations and processing credit memos.
- Maintained delinquency on accounts.
- Maintained a comprehensive working knowledge of all systems, policies and procedures.
- Adhered to all company policies and procedures.
- Performed other assigned tasks and duties necessary to support the Accounts Receivable Department.
- Established and maintained effective and cooperative working relationships with customers.

#### Early Stage Account Manager

Delta Corporation - 2012 – 2015

- Primary focus of the Early Stage Account Manager (ESAM) is to maintain and reduce delinquency on accounts while minimizing losses.
- Employee of the month Promoted to Late Stage Account Manager.
- Place outbound calls to customers in regards to past due balance Process payments and/or postdate future payments Answer inbound calls for past due .
- Worked in collections making outbound calls to customers to collect past due payments Accomplishments I was able to bring a sense of happiness and .
- Responsibilities were but not limited to; maintaining and reduceing delinquency on accounts while minimizing losses.
- Called customers whose accounts are past due to negotiate resolution and send correspondence in accordance with company policies and procedures.
- Developed the ability to recognize high risk accounts, became familiar with collection remedies and was able to balance renewals and discuss .

## SCHOLASTICS

- Diploma