ROBERT SMITH

Financial Recovery Specialist

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SUMMARY

As a Financial Recovery Specialsit, responsible for Performing employment, address, phone and SSN verifications, Verifying other information given by the applicant prior to approval. Identify fraud trends and potential risk.

SKILLS

Team Management, Data Management, Image Processing, Deliverables, Microsoft Office, GIS, Adobe Photoshop Lightroom.

WORK EXPERIENCE

Financial Recovery Specialist

ABC Corporation - May 1998 – March 2005

- Reviewed and analyzed delinquent accounts to determine appropriate course of action.
- Initiated written and telephone telephone contact with debtors or legal representatives to facilitate workable payment or settlement arrangements.
- Conducted investigations to determine solvency by researching real estate equities, analysis of personal and business financial statements, balance sheets, public records, and tax returns.
- Worked with other government agencies to coordinate payment plans when multiple agency debts existed.
- Kept a chronological record of case activities and investigation documentation for each file.
- Drafted letters and billing statements as well as monitored accounts receivable systems to ensure proper posting of credits and debits.
- Created and prepared detailed spreadsheets to communicate accounting details to debtors, legal representatives, and governmental agencies.

Financial Recovery Specialist

Delta Corporation - 1993 – 1998

- Collect financial debts on outstanding accounts Met the company goal of collecting 45 debt account in a quarter; resulting in a saving to the company .
- Update personal information on outstanding accounts Briefed my supervisor weekly on the outstanding accounts; and the process to decrease the amount .
- Recovered unpaid Visa and MasterCard payments via multi-line phone system Maintained an ongoing caseload by placing around 300 calls per day Made .
- Duties and responsibilities include -Responsible for making 250 to 300 outbound calls a day.
- Dealt with the collection of past due credit card accounts with American Express, HSBC Bank, Chase, CitiCorp, and many others.
- Surpassed revenue/collections goals in 3 consecutive quarters.

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- Build own accounts utilizing Accurint, Equifax Search, and other Skip Tracing tools to Locate and Collect Debts as old as 1980s, to as new as 2012.

SCHOLASTICS

- GED

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