

Robert Smith

Financial Recovery Specialist

PERSONAL STATEMENT

A very goal oriented individual who thrives in a Team environment. Goal is to be the best at whatever I do in every aspect of the work place . Including leadership roles, as well as training and I believe consistency and attitude is what determines your success in any Collections/Sales Career.

WORK EXPERIENCE

Financial Recovery Specialist

ABC Corporation - January 2014 - 2021

Responsibilities:

- Attained all Key Performance Indicators (KPIs) and monthly performance goals (i.e.
- Contacted borrowers by telephone to negotiate payment in full or best qualifying program to resolve delinquent accounts with the U.S Department of Education contract.
- Located and notify borrowers of delinquent student loan accounts by mail or telephone.
- Recorded and update account activity including borrowers financial status, demographics, and collection efforts associated with resolving their accounts.
- Performed various administrative functions for assigned accounts including the recording of address changes and purging of deceased borrower records.
- Provided quality customer service to minimize complaints and exposure to legal actions.
- Prepared official judgment liens and satisfactions for filing.

Financial Recovery Specialist

Delta Corporation - 2009 - 2014

Responsibilities:

- Helped to launch and design new Financial Recovery Department with mission of helping patients recover money from provider overcharges -Responsible .
- Contacting consumer and commercial recievables providing customized solutions for debt resolution.
- Document accounts thoroughly and skip traced accounts when needed.
- Negotiated repayments or settlements.
- Mailed and faxed documentation to proper parties.
- Communicated claim errors to market representative, auditors and analyst for resolution; Liaison between providers and Humana regarding claim .
- Responsible for auditing work processed by production associates to assure accuracy, quality and compliance with CMS (Medicare and Medicaid) .

CONTACT DETAILS

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SKILLS

Inventory Management,
10 key, Lexis
Nexis,CADAM,Grandslam
, Microsoft Word and
Office, Cisco,Fast Data,
Opex.

LANGUAGES

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

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

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

Education

Bachelor Of Science