

ROBERT SMITH

Financial Services Supervisor I

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SUMMARY

Bilingual, multifaceted and goal-oriented professional with valuable experience in Human Resources administration, including experience in employee recruitment and retention, staff development, mediation, process improvement, benefits administration, HR records management, HR policies development and legal compliance.

SKILLS

Management, Organizing.

WORK EXPERIENCE

Financial Services Supervisor I

ABC Corporation - 2008 – 2011

- Promoted to perform as the Credit & Collections department supervising 3 collectors, 2 cash applications specialists, and 1 administrative assistant.
- Trained the departments personnel utilizing creative methods in order to promote a team-oriented environment within the department and reflect it on improved DSO results.
- Designed creative collections and cash applications measuring tools in order to measure efficiency and create incentive programs.
- Overlooked and reported monthly results and DSO performance to Senior Manager.
- Conducted quarterly performance evaluations and managed Progressive Improvement Plans when needed.
- Managed escalated situations with customers, credit holds, and credit approval.
- Reviewed and collected all required reports for customer credit approval process.

Financial Services Supervisor

Delta Corporation - 1997 – 1999

- Headed departments recovery of NSF and returned EFT, Networked through 28 Banks and Credit Unions Supervised 25+ Recovery Specialists, responsible .
- Achieved a combined average of 14% over goal for both revenue generated and EFT Tracked and recorded representatives performance and development (.
- Responsible for managing monthly A/P and E/R functions.
- Supervised staff of six Verified/maintained asset accounts Coordinated senior manager PERK files, time expense reporting.
- Supervised year-end closings, budgeting Partnered financial reporting/analysis.
- Supervised staff in new accounts, consumer loans, HELOCs, Call Center, Indirect Lending, staff scheduling Set/achieved Company goals, Business .
- January 2009- April 2009.

SCHOLASTICS

- BA in Social Sciences - (UNIVERSITY OF PUERTO RICO)