



CHARLOTTE HARRIS

Insurance Collections Specialist

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PROFESSIONAL SUMMARY

With over five years of specialized experience in insurance collections, I excel in managing accounts receivable and ensuring timely payment resolutions. My expertise in analyzing client accounts and implementing effective collection strategies has consistently improved cash flow. I am dedicated to fostering positive client relationships while meeting organizational goals and enhancing operational efficiency.

WORK EXPERIENCE

Insurance Collections Specialist

Blue Sky Innovations

📅 May / 2022-Ongoing

📍 Chicago, IL

1. Managed insurance collections for personal and commercial accounts, ensuring timely payment and compliance with company policies.
2. Conducted thorough analysis of accounts receivable to identify outstanding payments and potential issues.
3. Communicated effectively with clients to resolve payment discrepancies and negotiate payment plans.
4. Maintained accurate records of all transactions and communications related to collections.
5. Collaborated with the finance team to reconcile accounts and prepare reports on collection activities.
6. Trained staff on best practices for managing collections and using relevant software tools.
7. Developed and implemented strategies to enhance client satisfaction during the collections process.

Insurance Specialist

Summit Peak Industries

📅 May / 2020-May / 2022

📍 Denver, CO

1. Achieved recognition as "Top Collector" for consistent performance in meeting and exceeding collection goals.
2. Facilitated the onboarding process for new clients by explaining payment terms and collection procedures.
3. Monitored and reported on key performance indicators related to collections and accounts receivable.
4. Developed strong relationships with clients to foster trust and ensure timely payments.

EDUCATION

Bachelor of Science in Business Administration

University of Illinois

📅 May / 2018 - May / 2020

📍 Phoenix, AZ

Focused on finance and accounting principles relevant to the insurance industry.

SKILLS

Effective Communication



Negotiation Skills



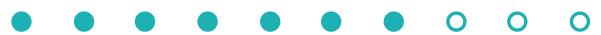
Team Collaboration



Financial Acumen



Market Research



INTERESTS

🎨 Art

🤝 Volunteering

🌲 Hiking

🧘 Yoga

STRENGTHS

🔍 Criticality

☰ Detail-oriented

🤝 Diplomacy

😊 Enthusiasm

LANGUAGES



English



Swahili



French

ACHIEVEMENTS

★ Successfully reduced outstanding receivables by 25% within one year.

★ Implemented a new tracking system that improved collections efficiency by 30%.