

Robert Smith

Late Stage Account Manager

CONTACT DETAILS

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PERSONAL STATEMENT

As a Late-Stage Account Manager, responsible for Advising customers of upcoming sales events and services available throughout the Navy Exchange such as gift wrapping engraving delivery gift certificates, etc. Offering customers the opportunity to open a NEXCARD account and informs customers of NEXCARD account benefits.

SKILLS

Customer Service,
Collections, Bilingual
Spanish, Computer.

WORK EXPERIENCE

Late Stage Account Manager **ABC Corporation - April 2015 - 2020**

Responsibilities:

- Handled accounts that are 61+ delinquency and higher.
- Negotiated for payments to bring accounts current, and discuss cure plans for each account, as well as utilize all assistance to help bring down balance and reduce delinquency days, also I take fiscal responsibility on each account to ensure ownership, and diligence to each and every customer.
- Built rapport with customers, and have received compliments from customers on how good my customer service skills are.
- Used While doing this job on a day to day I have to possess people skills, negotiation skills, as well as company knowledge to master my everyday task.
- Able to Multi-task at all times, because you are required to run skip searches on customers, as well as upload information to the system in a timely fashion, while maintaining %100 in KPI status of idle and wrap.
- Met or exceeded quarterly revenue and goal targets.
- Developed and executed against a comprehensive account/territory plan.

LANGUAGES

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

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

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

Late Stage Account Manager **Delta Corporation - 2014 - 2015**

Responsibilities:

- Manage 200 to 300 accounts daily -bring accounts current -delinquency 30days + -speedpay western union -Microsoft outlook excel -skip tracing -.
- Used -typing 45wpm - back to back phone calls manual -accepting ach,debit/credit, western union or money gram payments -manage each account .
- Primary focus is to maintain and reduce delinquency on accounts while minimizing losses through repossession.
- Responsible for resolving all accounts to a current status.
- Worked with little or no supervision, to exercise discretion and good judgment when making decisions about accounts.
- Coordinate deals with clients by providing them with accurate and appropriate information of transactions.
- Inbound and Outbound calls.

Education

MS