

EMMA JOHNSON

Recovery Manager

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PROFESSIONAL SUMMARY

Results-driven Recovery Manager with 5 years of experience in optimizing recovery processes, enhancing operational efficiency, and leading teams to achieve recovery goals. Proven track record in disaster recovery and business continuity planning.

WORK EXPERIENCE

Recovery Manager

Blue Sky Innovations

📅 Jan / 2022-Ongoing

📍 Chicago, IL

1. Oversaw recovery operations, ensuring timely and effective service delivery to clients and stakeholders.
2. Managed a team of recovery specialists, coordinating caseloads and optimizing resource allocation.
3. Developed and implemented recovery strategies aligned with organizational goals, enhancing operational efficiency.
4. Collaborated with management to establish departmental policies and procedures for recovery operations.
5. Conducted staff training and development to improve service delivery and compliance with recovery protocols.
6. Monitored recovery performance metrics, identifying areas for improvement and implementing corrective actions.
7. Reviewed financial reports to assess recovery performance and inform strategic decision-making.

Recovery Manager

Lakeside Apparel Co

📅 Jan / 2020-Jan / 2022

📍 Chicago, IL

1. Managed customer service operations, focusing on recovery processes to meet corporate objectives.
2. Oversaw a \$17 million sub-prime portfolio, ensuring effective recovery strategies were in place.
3. Conducted skip tracing and credit bureau reviews to identify and recover uncollectable accounts.
4. Developed payment plans for clients, enhancing recovery rates and customer satisfaction.
5. Led a recovery team, ensuring compliance with legal and regulatory requirements during asset recovery.
6. Implemented training programs for staff on recovery best practices and customer service excellence.
7. Analyzed recovery data to identify trends and improve overall recovery strategies.

EDUCATION

Bachelor of Business Administration

University of California

📅 Jan / 2018-Jan / 2020

📍 Portland, OR

Focused on business management and recovery strategies, equipping with skills for effective recovery management.

SKILLS

Data Analysis

Risk Assessment

Crisis Management

Process Improvement

ACHIEVEMENTS

- ★ Reduced recovery time by 30% through process optimization initiatives.
- ★ Successfully led a team in recovering \$2 million in outstanding debts.
- ★ Implemented a new reporting system that improved recovery tracking efficiency by 40%.