

JESSICA CLAIRE

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PROFESSIONAL SUMMARY

Enthusiastic [and](#) eager to contribute to team success through hard work, attention to detail and excellent organizational skills. Clear understanding of [Collections](#) and training in how Collection Software works. Motivated to learn, grow and excel. [Collections Advocate](#) with about 2.5 years of successful experience . Recognized consistently for performance excellence and contributions to success in Collection industry.

SKILLS

- Complaint Resolution
- Multi-line phone talent
- Computer proficient
- Data Entry
- Call center operations
- Data entry
- Payment processing
- Conflict resolution
- Keyboarding
- Credit card and ACH processing
- Various software programs

WORK HISTORY

- 09/2017 to Current **Collections Advocate**
Rdo Equipment Co. – Missoula, MT
- Counseled debtors on payment options and arranged installment agreements.
 - Processed payments on accounts.
 - Recorded all information regarding financial status of customers.
 - Used probing techniques to determine debtors' reasons for delinquency.
 - Resolved challenging situations with friendly but firm strategies.
 - Negotiated to collect balance in full.
 - Handled high volume of in-bound calls pertaining to reconciliation of delinquent accounts.
 - Used scripted conversation prompts to convey current account information and obtain payments.
 - Processed payments and applied to customer balances.
 - Worked in call center environment handling manual and automatically dialed outbound calls.
 - Trained new team members on scripts, company services and performance strategies and provided mentoring.
 - Researched accounts and completed due diligence to resolve collection problems.
 - Handled outbound and inbound calls daily with goal of collecting owed debt.
 - Maintained high volume of calls to meet demands of busy group.
 - Processed payments on multiple accounts.
- 08/2015 to 10/2017 **Sales Coordinator**
Wipfli Llp – Sterling, IL
- Customer satisfaction.
 - Generated clients and secured sales.
 - Established working relationships with clients
 - Supervised sales team of [6](#) people, stepping in to support employees and ensure smooth sales processes for clients.
 - Provided effective recommendations to increase customer satisfaction and ensure marketing effectiveness
 - Ran the front registers. Stock , organize, setup Displays in my dedicated area.
 - Offered each customer top-notch, personal service and polite support
 - Supported loss prevention goals by maintaining accurate drawers and monitoring shopper behavior.
 - Coordinated efficient restocking of sales floor with current merchandise and accurate signage for current promotions.
 - Applied security and loss prevention training toward recognizing risks and reducing store theft.
 - Refunded payments for returned items, processed exchanges and offered store credit to achieve customer satisfaction.
 - Lowered theft by watching customers, noticing security risks and [talking and making eye contact](#).
 - Greeted customers, helped locate merchandise and suggested suitable options.
 - Checked pricing, scanned items, applied discounts and printed receipts to ring up customers.
 - Organized racks and shelves to maintain store visual appeal, engage customers and promote specific merchandise.
 - Displayed merchandise by arranging in appealing and orderly way to boost sales.
- 07/2012 to 04/2014 **Sales Office Manager**
K M Distributing – City, STATE
- Completed weekly payroll for independent contractor.
 - Handled all incoming business and client requests for information.
 - Provided complete meeting support, including materials preparation and notes or minute taking.
 - Coordinated, overseeing of Independent contractors.
 - Recruited and hired qualified candidates for vacant and new positions.
 - Streamlined office operations by computerizing activities, managing customer communications, scheduling payments and tracking records and documents.
 - Kept physical files and digitized records organized for easy updating and retrieval by authorized team members.
 - Managed costs and billing and resolved financial discrepancies effectively through organizational management of account information using [Biztrack](#) software.
 - Handled new-hire orientation and basic recruiting tasks for best-in-class talent identification.
 - Received, screened and routed incoming calls.
 - Delivered expert clerical support by efficiently handling wide range of routine and special requirements.
 - Maintained computer and physical filing systems.
- 01/2009 to 04/2014 **Tax Professional**
H & R Block – City, STATE
- Prepared tax returns for clients according to government regulations and requirements.
 - Reviewed available data and compared against tax code to determine exemptions, deductions, and potential liabilities.
 - Completed and filed returns with tax departments at local, state and federal levels.
 - Interviewed clients to collect information and gather necessary paperwork prior to preparing tax returns.
 - Conducted reviews of internal tax documentation, reducing errors related to missed tax benefits.
 - Maintained complete records of client tax returns and supporting documentation in secured areas.
 - Maintained high-quality control standards by reviewing internal tax preparation documents for missed tax benefits.
 - Reviewed clients tax filing papers thoroughly to determine eligibility for additional tax credits or deductions.
 - Facilitated integration of modern tax software with client accounting software.
 - Offered clients recommendations to reduce tax liabilities.
 - Call prior client to and schedule appt for currant year.
 - Help other associates.
 - Keep office stocked with supplies.
 - E-File and/ or print returns to paper file.
 - Collect Tax prep fees

EDUCATION

BCTI - Portland, OR