

JENNICE HAYES

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MANAGEMENT

- Demonstrated success in negotiating win-win employee issues, cross-training, budget analysis, and management reports.
- Leading strategist with expertise in business process, organizational structures and technology following cutting edge and emerging trends.
- A passionate and ambitious professional with intensive experience managing multiple programs, also known for integrity, detail orientation, outstanding commitment and follow through.

EXPERTISE

*Recruitment & Retention
Sales Strategies
Project Management*

*Training & Development
HR Policies
Succession Planning*

*Organizational Development
Orientation*

PROFESSIONAL EXPERIENCE

CitiFinancial Servicing, LLC, Oak Park, MI
Branch Account Manager/Loss Mitigation Specialist, 4/2003 - Present

- Complied and analyzed statistical data relative to unit productivity, monitoring live calls while providing feedback to staff
- Led a team of up to 13 account representatives to assist various customer needs while ensuring all staff attained and exceeded individual monthly goals by a minimum of 3% through extensive training and development
- Provide advice and question resolution concerning collection activities, reviewing the status of severely delinquent accounts, and handling all loss mitigation efforts
- Conducted performance reviews, making recommendations as needed regarding corrective actions and suggested dismissals
- Maintained and distributed month-end numbers to staff, providing relevant information to help team achieve all individual as well as team monthly goals
- Created valuable reports assisting peers with agent availability, leading to an increase in team results by over 20%
- Coached negotiation skills, reduced the past-due loan balance outstanding while improving departmental bottom-line, handling objections and time management
- Handled and responded to all escalated customer inquiries in a prompt and professional manner while remaining in compliance with all Federated policies and procedures

EDUCATION/CERTIFICATIONS & TRAINING