

# ALICIA OVERSTREET

2219 122nd Dr SE, Lake Stevens, WA 98258,  
4259032350, aoverstreet66@gmail.com

---

I have spent many years learning and living through all sorts of experiences that have molded me into who I am today. I marched two national drum corps tours, teaching me to work as a team, and that every piece of that team is important. I have spent time doing sales, admin work, collections, management etc. I love learning every piece of information I can to not only do my job more efficiently but to help make other people's jobs easier. I am looking for not only a job, but a career, and family to join where I can thrive and grow.

## EXPERIENCE

**JULY 2018 – CURRENT**

**GENESIS CREDIT MANAGEMENT – EVERETT, WA**

**TRAINING MANAGER/COLLECTION ADMIN/COLLECTION SPECIALIST,**

I started out here as a collection specialist. Resolving client billing problems by collecting direct payments and setting up payment plans. Rescued accounts receivable delinquency with good customer relation skills and knowledge of available payment options. Investigated and resolved disputes in Billing and worked closely with attorneys and third party agencies to resolve debts.

I then moved into the collection admin role where I still did all the same responsibilities, plus sent letters and receipts to consumers once their delinquency was paid.

I took on the training manager position and trained all new incoming collectors. I also traveled to Arizona to help train the new collection manager and help him open our remote office there and trained all of the new collectors for that office as well.

**APRIL 2011 – TO FEBRUARY 2018**

**GREYSTAR PROPERTY MANAGEMENT – LYNNWOOD, WA**

**OPERATIONS/RECEIVABLES MANAGER,**

I managed 20+ receivables specialists and their portfolios.

Worked closely with all the other departments heads.

I handled the hiring and terminating of specialists, as well managed their hours for payroll, and worked closely with HR to deliver employee's disciplinary action.

I worked closely with clients regarding any disputes or corrections on accounting, did month end reports/numbers, and created any other reports or spreadsheets requested by upper management.

## EDUCATION

SEPT 2004

### AMERICAN SIGN LANGUAGE, SHORELINE COMMUNITY COLLEGE

I did not obtain any specific degree, however I did study American Sign Language.

JUNE 2003

### HIGHSCHOOL DIPLOMA, KAMIAK HIGH SCHOOL

I also studied at Sno Isle Skills Center while going to Kamiak, learning mechanics. I lettered in Band and traveled with the band to London and Dublin. I also studied American Sign Language in High School. I participated in drama, as well as debate.

## SKILLS

- Over 20+ years phone/computer experience
- Customer service/Client Relations
- Microsoft office/Excel
- Management/Training/HR
- Extremely organized

## ACTIVITIES

I love all things animals, I have 2 dogs, 1 cat, and 2 goats. I absolutely love riding my Harley and working on cars and motorcycles alike. I do silly craft things, like crochet beanies, and diamond paintings, and of course I enjoy binge watching a good show every once and awhile.

## REFERENCES

- Kevin Charleston - 425-387-8760

-Jody Thornberry - 425-953-3538

-Jeff Patraceli - 425-449-6938

-Milissa Meyers - 425-529-3324

- Danelle Pool - 206-730-6532

-Debbie Packebush - 425-377-6353