

Objective

To obtain a challenging and rewarding position offering business experience and development, along with opportunity for advancement.

Skills

Microsoft Word , 10 Key Calcuator, Standard Office Operations.

Work Experience

Debt Recovery Specialist III

Quadros And Associates - June 2010 – 2020

- Collect debt from consumers for major lenders including JP Morgan Chase, USAA, Home Depot and Dell Computers.
- Interfaced with customers in a friendly manner, build rapport and trust.
- Maintained professionalism while educating debtors how to paying .
- Located and notified customers of delinquent accounts by mail or telephone to solicit payment.
- Advised customers of necessary actions and strategies for debt repayment.
- Arranged for debt repayment or established repayment schedules, based on customers financial situations.
- Recorded information about financial status of customers and status of collection efforts.

Debt Recovery Specialist

Delta Corporation - 2005 – 2010

- Sorted and filed correspondence, performed miscellaneous clerical duties such as answering correspondence and writing reports.
- Performed various administrative functions for assigned accounts, such as recording address changes and purging the records of deceased customers.
- Received payments and posted amounts paid to customer accounts.
- Met or exceeded weekly collection goals.
- Skills Used Solid knowledge of Fair Debt Collection Practices Act (FDCPA).
- Reviewed and monitored employees progress of company procedures Maintained accurate unit stats hourly.
- Assisted shift managers.

Education

Diploma in Mathematics - (John F. Kennedy High School - Bronx, NY)