

Debt Recovery Specialist

ROBERT SMITH

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Objective

To obtain a position as a team-player in a people-oriented company where can maximize customer service and sales experience in a challenging environment and achieve personal goals as well as goals of the company.

Skills

Microsoft Word, Access, PowerPoint, Excel, 89wpm, Multi-Line Phone, Excellent Customer Service, Proper Phone Etiquette.

Work Experience

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Nationwide Credit Inc / Altisource - December 2015 - 2020

- Collected payments on past due bills.
- Created a list of people who have not made payments.
- Organized list according to severity of delinquency.
- Located customers using credit bureau information, background checks, loan documents, and other paperwork or databases.
- Called customers using telephone.
- Utilized computer systems to handle skip tracing.
- Informed clients of overdue accounts and amount currently owed.

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Delta Corporation - 2014 - 2015

- Collection of unpaid accounts.
- Help them organize their debts by how far accounts where delinquent.
- Skills Used Problem solving.
- Sold consumer loans, provided telemarketing services, and created online documents.
- Negotiated loans refinancing, trained 5-8 staff, and received incentive awards.
- Proficient with skip tracing tools, such as Accurint and Lexis Nexis.
- Consistently exceed monthly goal Liquidate file with maximum return for client.

Education

High School Diploma In General - 1982(Hurley R1 - Hurley, MO)