

ROBERT SMITH

Debt Recovery Specialist II

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Extensive experience in multiple industries, with a consistent history of reducing risk, improving plant safety, and guiding accident investigation and litigation activities.

JULY 2015 - 2020

DEBT RECOVERY SPECIALIST II - NORTHLAND GROUP INC

- Handled customer complaints and inquiries.
- Negotiated acceptable payment arrangements.
- Collected the patient portion of medical balances after insurance for a number of premiere hospitals in the Midwest.
- Exceeded monthly collection goals leading to generous commission rewards
Placed 150-200 calls per day .
- Trained and developed new collectors.
- Performed second talk-offs for a number of collectors on team
- Monitored calls for quality.

2011 - 2015

DEBT RECOVERY SPECIALIST - DELTA CORPORATION

- Performed detail-focused tasks; utilized problem solving strategies and computer skills Successfully completed confidentiality training and met .
- Operated over 10 systems throughout the day daily.
- Researches and analyzes accounts prior to initiating debtor contact, examines historical data, evaluates past collection efforts and maintains files .
- Contacts customers and establishes reason for past due account situation.
- Aids in creating an arrangement for payments to bring account current and follows up to ensure obligations are satisfied.
- Determines most effective and economical means of collection for each account; applies standard due diligence practices to collect monies owed.
- Although this company did not last at the location for long, I really enjoyed helping customers to consolidate credit card debt.

EDUCATION

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

SKILLS

Customer Service, Data Entry, Manager Experience, Collections, Appointment Setting.