

ROBERT SMITH

Asst. Debt Recovery Specialist

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Customer Service Representative who maintains a high level of professionalism, patience and efficiency to minimize customer dissatisfaction and increase customer loyalty.

EXPERIENCE

Asst. Debt Recovery Specialist

ABC Corporation - NOVEMBER 2014 - JANUARY 2015

- Located and notified customers of delinquent accounts by mail, telephone, or personal visits to solicit payment.
- Notified credit departments, order merchandise repossession or service disconnection, and turn over account records to attorneys when customers fail to respond to collection attempts.
- Negotiated payments thoroughly or payment arrangements within certain timeframe.
- Gone over asset report Contacting debtors by phone and resolving.
- Administered search to find debtors, call debtors, and help establish full or payment plans to fulfill debt amount.
- Initiated outbound and received inbound telephone calls to rectify delinquent accounts.
- Provided quality service to customers to enhance close out of past due accounts.

Debt Recovery Specialist

Delta Corporation - 2012 - 2014

- Convince customer to pay amounts due on damage claims, credit account, and or no payable checks.
- Handled various collection accounts, Focus on Education Debt Accepted and set up payments/payment plans, offering and handling Consolidation of .
- Assist customers with paying on their past due past due credit card accounts.
- Also offered hardship programs to those who have fallen behind terribly on their credit report.
- Recovering money from people who have taken out loans.
- Working with Credit Controllers to contact debtors to pursue payment.
- Making outbound collection calls to debtors.

EDUCATION

- Associate Degree in Applied Science -I did not complete but received 14

credits towards degree - 2009(Trident Technical College - Charleston, SC)

SKILLS

Great Communication , Data Entry, Software.