

ROBERT SMITH

Sr. Debt Recovery Specialist

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

SUMMARY

To secure a position where high excellence, leadership, responsibility, dedication and determination are expected.

CORE COMPETENCIES

Debt Recovery Specialist, Data Entry.

PROFESSIONAL EXPERIENCE

Sr. Debt Recovery Specialist

ABC Corporation - February 2004 – February 2014

Key Deliverables:

- Attempted to collect payment. Review terms of sale or loan documents.
- Ensured all customer information is correct, including phone numbers and addresses.
- Listened to customers story and determine if debt can be collected.
- Set up repayment plans and new terms of sale.
- Offered advice or refer customers to debt counselors.
- Communicated with member to assist in recovery during their financial hardships.
- Delivered accurate information relating to members financial delinquency and effects on their standing with the Credit Union by attempting to contact such members by mail, phone and email daily.

Debt Recovery Specialist

Delta Corporation - 2000 – 2004

Key Deliverables:

- Arranged for debt repayment and established repayments schedules, based on customers financial situations.
- Located and notified customers of delinquent accounts by mail and telephone to solicit payments.
- Advised customers of necessary actions and strategies for debt repayment.
- Although this company did not last at the location for long, I really enjoyed helping customers to consolidate credit card debt.
- I learned how to emphasize with customers financial woes, and help find them a solution to pay off outstanding credit card debt Skills Used I used .
- My responsibilities where to collect debt from overdrawn or overdue accounts and to find a successful solution to those accounts with a end result of .
- I met my goal every month for the amount of money i was set to collect.

EDUCATION

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- Diploma- (MD Adult External Diploma Program 2006 - Waldorf, MD)