

# Robert Smith

## Debt Recovery Specialist

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### SUMMARY

An administrative position where education and experience combined with positive interpersonal skills, initiative, and the capacity to motivate others can be utilized. Strong computer/windows based application experience.

### SKILLS

Sales Operations, Sales, CRM, Leadership, Management,.

### WORK EXPERIENCE

#### Debt Recovery Specialist

Allied International Credit - January 2013 - 2020

- Maintained client debt records.
- Recovered money from people who have taken out loans.
- Made outbound collection calls to debtors.
- Transferred calls put potential clients into the computer, filed paperwork, and greeted clients.
- Received a promotion to a Credit Score Analyst where assisted clients in improving their credit score by disputing inaccurate and outdated.
- Helped quite a few clients resolve their debt issues and improve their credit score.
- Delivered personalized, friendly service while discussing accounts.

#### Debt Recovery Specialist

Delta Corporation - 2012 - 2013

- Perform Data Entry Perform inbound and outbound telephone calls Perform excellent .
- Process payments via debit and credit cards via phone.
- Execute financial due diligence, and demonstrate strong knowledge of the FDCPA, federal, state, and local laws and regulations regarding collections.
- Work independently in a fast-paced energetic team environment.
- Maintain a high conversion rate by being empathetic while collecting payments on past due bills, and offering payment plans when necessary.
- Achieve proper compliance and provide accurate, executive level reporting.
- Collaborate with supervisors to offer the best hardship program to customers when necessary.

### EDUCATION

Associate of Arts in Music - (J. Sargeant Reynolds Community College)