

Monica Mayoral

Collector - Receivable Solutions Inc

Fontana, CA
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To obtain a full-time position in an administrative/ customer service field with a business that values energetic, dependable and committed employees, allowing the use of my skills and experience to contribute to the efficient operation of the company and granting a platform for professional advancement.
Authorized to work in the US for any employer

WORK EXPERIENCE

Collector

Receivable Solutions Inc - Ontario, CA - July 2015 to Present

Locate and notify debtors of delinquent accounts by telephone and mail
Receive and post payments to customers' debtor's account
Make payment arrangements with debtors to pay off accounts

Finance Collection/ Customer Service

Curaçao - Los Angeles, CA - June 2013 to June 2015

In charge of high balance accounts (over 750)
Refinanced and helped customers get up to date
Processed express payments and checks
Took inbound calls while making non-stop outbound calls
Assisted others with problem calls and employee training
Beginning of month included customer service calls and setting up reasonable extensions and following up

Customer Service Agent

Unicor - Dublin, CA - March 2012 to April 2013

Provided publication information to customers
Assisted with customers' inquiries
Updated customer data and renewed subscriptions

Sales Representative

B. S. O - Chino, CA - January 2005 to March 2012

Prospected new clients utilizing effect sales techniques
Trained and instructed team-members with company compliance manual
Promoted business through networking and customer service

EDUCATION

G.E.D.

Dublin AD. ED. School - Dublin, CA
2012 to 2012

SKILLS

Microsoft Office (4 years), Microsoft Word (10+ years), Microsoft Excel (4 years), Call Center Experience (4 years), Customer Service (7 years), Collections (3 years), Type 45 Wpm (4 years), Bilingual Spanish (10+ years)

ADDITIONAL INFORMATION

Conservative and productive performance in a multi-task environment
Team player with excellent ability to work independently
Great communication skills, adapt effortlessly to diverse cultures
Capable of working with little or no supervision
Greatly skilled in finance, payments and billing, and answering a high volume of calls

SKILLS

Proficient in Microsoft Word, Excel, and Outlook
VICI Dial Operating System Certified, IVR Software, Collection Max, TLO, DYL, and TMax Dialer
Bi-lingual English/ Spanish
Data entry, inbound & outbound call center experience, type 45WPM