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Oscar Adeniji

Objective: To secure an Account Receivable / Customer Service position. Utilizing excellent oral and writing technical skills in communicating with clients. To resolve and educate regarding company's objectives, rules and regulations to retain clients while increasing the company's revenue.

Education: **Graduate of North High College Degree - Electronics Engineering** **London, England**

Computer Skills:

MS Office * Windows 8, Lotus 1-2-3, HP, Novell, SAP, Oracle, Lexis, Nexus, Outlook, Dunn & Bradstreet Report

Professional Experience: **Wells Fargo**
Charlotte, NC
Commercial Account Resolution Specialist: 7/18- Present

Responsibilities:

- Provide proficient dissection to account balances to increase company's revenue
- Resolve collection issues and assist clients with payment arrangements make outbound calls to customers.
- Update, verify customer contact information such as email address, contact phone numbers, residential address.
- Analyze each account to identify potential credit losses
- Ability to negotiate with customers to create "win/win" situations
- Handle 150-200 inbound calls and outbound calls daily
- Research disputed accounts and work with account payable department to resolve outstanding account balances.

Rotor Rooter
NC

Charlotte,

Account Specialist: 3/17-6/18

Responsibilities:

- Provided proficient dissection to account balances to increase company's revenue
- Emailed Invoices to Clients, if told they don't have a copy of the Invoice
- Resolved collection issues and assisted clients with payment arrangements
- Made outbound calls to assist customers in resolving outstanding account balances.
- Colossal experience in skip tracing
- Worked with Insurance and Client's in obtaining insurance information's via telephone, fax , email, and letters
- Up sale products, and services to clients, to increase company's revenue
- Offer Deferment, Re-Age, or Repair Assistance Programs to improve
- Collectability of account.
- Analyze each account to identify potential credit losses
- Ability to negotiate with customers to create "win/win" situations
- Handle 150-200 inbound calls and outbound calls daily researched disputed invoices and work with the account pay able department to resolve outstanding account balances.

Anthony Peter's Auto Dealership,

Charlotte, NC

Third Party Account Resolution Specialist: 10/10 – 02/17

Responsibilities:

- Set up clients on payment arrangements, provide collection assistance on 60 to 90 days accounts, and make follow-up calls to clients to resolve payment issues and assist with payment arrangements
- Experience in skip tracing, verify and update customer contact information
- Offer Deferment, Re-Age, or Repair Assistance Programs to improve collectability of account
- Demonstrated the ability to serve internal, and external Clients
- Up sell products and services to increase company's revenue
- Use Dawn, and Bradstreet Report to check on Clients Credit status rated the ability to serve internal and external customers
- Handle 150-200 inbound and outbound calls daily
- Used Lexis ,Nexus to locate Clients new business location, and home addresses
- Analyze each account to identify potential credit losses while following rules and regulations of the FDCPA

**Angela Williams Salon,
Account Resolution Specialist: 8/04-9/10**

Rock Hill, SC

Responsibilities:

- Maintained follow-up calls to clients in resolving payment issues and assisted with payment arrangements
- Made outbound calls to assist customers in resolving outstanding account balances while following the rules and regulations of the FDCPA
- Team leader with extensive expertise with call center Up sell products and services to increase company's revenue
- Verify, and Update customers contact information's
- Ability to negotiate with customers to create "win/win" situations and analyze each account to identify potential credit losses

**Citi Group Auto Financial,
NC
Resolution Specialist: 4/99-8/04**

Charlotte,

Responsibilities:

- Provided proficient dissection to account balances to increase company's revenue
- Resolved collection issues and assisted clients with payment arrangements
- Made outbound calls to assist customers in resolving outstanding account
- Colossal experience in skip tracing
- Worked with Insurance and Client's in obtaining insurance information's via telephone, fax, email, and letters Up sale products to clients, to increase company's revenue
- Up sale products, and services to clients, to increase company's revenue
- Offer Deferment, Re-Age, or Repair Assistance Programs to improve
- Analyze each account to identify potential credit losses
- Ability to negotiate with customers to create "win/win" situations
- Handle 150-200 inbound calls and outbound calls daily
- Investigate disputed invoices and work with the account payable department to resolve outstanding account balances.
- Used Dawn, and Bradstreet Report to check on Clients Credit status.
- Used Lexis, Nexus to locate Clients new business location, and home addresses

**Muzak, Contract,
Account Specialist: 7/01 -6/04**

Charlotte, NC

Responsibilities:

- Set up clients on payment arrangements
- Maintained follow-up calls to clients in resolving issues
- Communicated with the company's account payable department to resolve outstanding account balances
- Resolved collection issues and assisted clients with payment arrangements
- Made outbound calls to clients to resolve outstanding account balances
- Up sell products and services to increase company's revenue
- Mail, fax and return invoices that are requested to the specific Account Payable vendors using company's specific systems and tools. Used Dawn, and Bradstreet Report to check on Clients Credit status.
- Used Lexis ,Nexus to locate Clients new business location
- Demonstrated the ability to serve internal, and external Clients

**Bhonjson Electronics Manufacturing Co.
England, UK.**

London

Customer Relations Representative: 1/93- 3/96

- Supervised, training and evaluation of 25 employees
- Troubleshoot and repaired electronic equipment's
- Assisted with inbound Customer Service calls for reorder of equipment
- Responsible for account collection calls
- Followed up on accounts to increase business revenues
- Ensured customer satisfaction via telephone calls
- Up sale products, and services to clients, to increase company's revenue
- Verify, and Update customer contact information

Data Entry skills: 10000 Keystrokes 40 wpm

References Available upon Request