Anne-Marie Foot

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**Account Management Professional**

Highly focused and results-oriented professional with more than 20 years of experience leading all aspects of account management and customer service. Skilled in managing collections and credits for major accounts, contacting past due clients, and resolving customer complaints. Proven ability to enhance collection efforts by identifying, evaluating, and recommending loss litigation opportunities. Analytical planner adept at identifying and isolating business challenges, as well as devising solutions to resolve issues. Excellent communication skills with recognized ability to lead, motivate, and empower colleagues at all levels. ***Proven expertise in:***

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| --- | --- |
| * Strategic Planning & Analysis * Collections & Recovery Management * Project Governance & Control * Departmental Budgeting & Forecasting * Audit Management | * Portfolio Enhancement * Revenue & Profit Growth * Client Relationship Management * Team Building & Leadership * Issues & Problem Resolution |

**Professional Experience**

United Solutions – Tallahassee, FL

**Collections Manager | Director of Client Relations,** 2006 to Present

*Oversee all daily operations for the collections department, including supervising staff (both on premises and satellite), monitoring outstanding accounts, and empowering settlements with customers.*

Address and resolve all issues raised by clients in collaboration with team members to achieve complete satisfaction. Facilitate company’s senior management and credit unions by formulating various reports. Serve as a main point of contact between clients and law firms for all legal matters. Steer and direct entire collection process for various clients. Ensure the delivery of assigned projects on time and within budgetary constraints. Lead, train, and mentor new clients during application updates to ensure accurate data conversions.

***Key Contributions:***

* Explored new sales opportunities that increased the annual department revenue by $211,000.
* Credited with conducting audit of all delinquent accounts (approximately 2000 accounts) for collections clients.
* Played an integral role as charge-off recovery specialist by recovering assets from charged off loans and minimizing delinquencies.

*Career note as Job Title at Publix Supermarkets, as Job Title at Legacy Toyota, as Job Title at Ralston-Purina*

**Education**

**Bachelor in English Literature, Minor in Business**

Florida State University, Tallahassee, FL

**Professional Associations**

Credit Union Chapter Board Member

Credit Union Chapter Board Member Golf Tournament Director