

Professional Summary

Results-driven Banking Professional with 12+ years of experience in Collections Management, Portfolio Optimization, and Vendor Partnerships. Proven track record of driving revenue growth, improving operational efficiency, and leading high-performing teams. Seeking to leverage expertise in driving business excellence in the financial services sector.

Professional Experience

Senior Vice President - Collections & Portfolio Management

Inazuma.co | January 2018 - Present

Assistant Vice President - Collections

Nexus Bank | June 2015 - December 2017

Key Achievements:

- Improved collections efficiency by 30% through process automation and team restructuring.
- Developed and implemented a vendor management framework, resulting in a 25% reduction in third-party costs.

Responsibilities:

- Managed a team of 10 collections professionals.
- Analyzed portfolio performance to inform strategic decisions.

Collections Manager

Pinnacle Financial Services | March 2012 - May 2015

Key Achievements:

- Enhanced customer engagement through the introduction of a new communication strategy, leading to a 20% increase in successful collections.
- Collaborated with the IT department to develop a collections management software, streamlining operations by 40%.

Responsibilities:

- Supervised a team of 5 in the collections department.
- Conducted regular portfolio reviews to identify areas for improvement.

Senior Collections Officer

Apex Banking Corporation | August 2009 - February 2012

Key Achievements:

- Consistently met or exceeded monthly collections targets, with a peak performance of 120% of target.
- Assisted in the training and onboarding of new collections staff, contributing to a 15% reduction in training time.

Responsibilities:

- Handled complex customer accounts and disputes.
- Participated in the development of collections procedures and policies.

Education

Master of Business Administration (MBA)

Eastern Institute For Integrated Learning In Management | 2009

Technical Skills

Finance:

- Portfolio Management
- Risk Analysis
- Financial Planning

Management:

- Team Leadership
- Operational Efficiency
- Strategic Planning

Banking:

- Collections Management
- Vendor Management
- Compliance & Regulatory Affairs