nicole grenier

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OBJECTIVE

WORK EXPERIENCE

Senior Collection Specialist

April 2004 - March 2011

Charter Oak Federal Credit Union | Waterford, CT

Banking

I was the supervisor for the collections department working hand in hand with the collections manager and overseeing 10 employees.

My duties included working a daily queue of delinquent accounts. Calling members to set up payment arranngements, working with hardship accounts, assigning files to our repossession company. I also did our month end reports as well as balancing the GL at the end of the month. I had to monitor the other collectors in the department and answer any and all questions they may have. I was in charge of our workout program for hardships. These account included secured and unsecured loans, credit card and 1st and 2nd mortgages. I had to determine when an account was ready to go to either our collection agency or our attorney's office and then follow up with them on a monthly basis. I also worked on preparing the monthly charge off report.

Microsoft Office Excel, Microsoft Outlook, MICROSOFT WORD,

SKILLS

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| customer service, listening, self starter, independant, strong leader, ambitious, knowledgeable | Beginner |
| problem solver | Beginner |