7 Dutton Place Way **Marc G. Pagnozzi** 860-633-3206

Glastonbury, CT 06033 Mpagnozzi21@AOL.com 516-238-1462

**Summary**

Results oriented Call Center Supervisor with extensive experience developing Collections, Customer Service, and Sales teams. A dynamic team leader who improves staff performance by utilizing innovative techniques. Core competencies include:

* Quality Assurance.
* Coaching, motivating, and ensuring quality service.
* Performance improvement in both new hires and seasoned employees.

**Professional Experience**

Open Solutions Inc., Glastonbury, CT

**AR Specialist** 2007 – June 2011

Responsible for business to business collections and functioning as an efficient liaison between Account Managers, Billing Accountants, Accounts Receivable, and Projects and Contracts department.

* Assured monthly closings were completed within five business days of the first of the month.
* Reduced outstanding Accounts Receivables by 30%, resulting in greater cash flow company wide.
* Successfully resolved high volume of disputed items, (5MM monthly) resulting in prompt payment of receivables.

Auto Credit Express, West Springfield, MA

**Credit Specialist** 2006 – 2007

Responsible for making decisions on repossessions of automobiles due to nonpayment of accounts. Also for securing amicable payment arrangements on a weekly basis with clients.

* Reduced my overall delinquent portfolio by 30%, getting outstandings down to 10% greater than 30 days delinquent, in a portfolio consisting 100% of subprime borrowers.

Mortgage Lenders Network USA, Wallingford, CT

**Loan Counseling Supervisor** 2004 – 2006

Responsible for coaching and development of team of eleven, in effective mortgage loan collections.

* Handled escalated delinquent accounts from 5-50 days delinquent resulting in exceeding departmental roll rate standards on a monthly basis (no more than 2.5% outstanding loan portfolio greater than 30 days delinquent).
* Exceeded team quality service standards on a monthly basis, 90% quality scorecard consistently achieved.
* Coach teams to adhere to Fair Debt Collection Practices Act, protecting company from potential lawsuits.
* Kept above 30 day delinquent accounts no higher than 2.5% of overall portfolio.

Suffolk County National Bank, Riverhead, NY

**Collections Supervisor** 2002 – 2004

Responsible for coaching and development of a team of part time evening collections staff, of delinquent automobile loan portfolio.

* Reduced outstanding delinquent auto loan portfolio to 1% of outstanding greater than 30 days late.
* Yearly performance appraisals, recruiting, and recommendations of promotions/ terminations accordingly.

Levitz Home Furnishing Inc., Woodbury, NY

**Customer Relations Supervisor** 2002

Responsible for coaching and development of team of 18 handling complaint calls directed at Executive Management.

* Quality Assurance monitoring of calls directed at the Executive team, resulting in exceeding quality standards, scorecard of 85% consistently achieved.
* Yearly performance appraisals, recruiting, and recommendations of promotions/terminations accordingly.

Citicorp, Melville, NY

**Sales Manager** 2000 – 2001

Responsible for coaching and development of sales team of 21 in an inbound call center environment selling Citicorp’s products.

* Team consistently met aggressive sales goals of $400,000.00 balance transfers daily.
* Quality Assurance monitoring of team of 21 representatives, adherence to Citicorp’s mandatory sales script, consistently met team goals for quality adherence of 4.5 out of 5 overall, on a monthly basis.
* Yearly performance appraisals, training and coaching, recruiting, recommendations of promotions/ terminations accordingly

First USA/Bank One Corp., Uniondale, NY

**Team Manager** 1999 – 2000

Responsible for training and coaching of inbound Customer Service team of 14

* Quality Assurance monitoring, resulting in exceeding quality standards for 13 consecutive months
* Yearly performance appraisals, training and coaching, recruiting, recommendations of promotions/ terminations accordingly
* Handling and resolution of 50-60 escalated calls weekly, resulting in greater overall customer satisfaction.

**Assistant Team Manager** 1998 – 1999

Responsible for assisting Team Manager with coaching and development of collections team of 14.

* Assist Team Manager with Quality Assurance monitoring of team, resulting in increased overall quality performance, and meeting company goal of less than 20% of portfolio greater than 60 days delinquent.
* Handled 50-60 escalated calls weekly, quickly bringing customer disputes to amicable resolution.
* Coach and mentor team members, which resulted in lower outstanding delinquent loan portfolio.

**Quality Facilitator** 1997 – 1998

Responsible for facilitating implementation of Quality Assurance Department

* Monitor 200 random calls weekly for adherence to Fair Debt Collection Practices Act and overall performance
* Give timely feedback on monitored calls and coaching hints to collectors, via one on one feedback sessions. This resulted in lower delinquent outstanding loan portfolio by as much as 8%.

**Customer Support Representative** 1995 – 1997

Responsible for:

* Collection of accounts 60 days delinquent, consistently ranked top collector out of staff of 40
* Successfully reduced outstanding delinquency rate of receivables in my portfolio to 10% of outstanding overall delinquency rate

**Education and training**

**MBA,** Adelphi University, Garden City, NY

**BS,** Nova Southeastern University, Fort Lauderdale, FL

**AA,** SUNY Farmingdale, Farmingdale, NY

Successfully completed Model-Netics, a comprehensive management training and development program, based on 151 management models that function as guides to thought and action, under different scenarios.

**Computer skills**

|  |  |  |
| --- | --- | --- |
| * Microsoft Office * Outlook | * PeopleSoft * CMS | * Internet Applications |