

MINA SAYED

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New York, NY 12345
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(123)456-7890

EDUCATION

Bachelor's Degree - Accounting

University of Syracuse,
Syracuse, NY

KEY SKILLS

- Mentoring & Coaching
- Payment Recovery
- Phone, Email & Mail Communications
- ♦ Regulatory Compliance
- Reporting & Documentation
- Task Prioritization
- Time Management

Collections Representative with 5 years of experience. Skilled and courteous communicator who treats every individual with respect, dignity, and professionalism. Thorough and organized managing multiple databases and computer systems. Recent demonstrated success in a leadership role mentoring and supporting new hires.

PROFESSIONAL EXPERIENCE

Collections Representative

TTY Agency, New York, NY | July 2019 to Present
[Third-party collection agency.]

- Seamlessly manage high volumes of daily email and phone correspondence
- Maintain utmost professionalism engaging with potentially hostile or evasive debtors
- Maintain close adherence to federal and state debt collection laws
- Confirm debtors' identity before beginning a discussion of past-due balances

Highlights:

- Ranked #6 on a 50-person team for efficient drafting and tailoring standard past-due notices and email messages
- Praised for turning initially hostile or negative debtor interactions into positive collaboration on a viable plan for repayment

Bill & Account Collector

TTO Inc., New York, NY | July 2017 to July 2019

- Maintained detailed documentation of phone interactions to inform later correspondence
- Reported account delinquency to creditors as needed for possible further legal action
- Balanced multiple tasks and priorities in a dynamic work environment
- Worked both evening and weekend shifts as needed
- Paid close attention to debtor concerns and explanations of overdue balances to recommend best payment options and debt counseling resources