

John Bergsen

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Collections Representative with 5 years of experience. Fast learner who adapts readily to new software, databases, and negotiation methods. Focused on finding ways to continually hone and improve policies and procedures. Committed to ongoing professional development and education.

Key Skills

- ◆ Active Listening Methods
- ◆ Bill Dispute Resolution
- ◆ Call Center Operations
- ◆ Complex Problem-Solving
- ◆ Conflict Mediation & Resolution

Professional Experience

Collections Representative

*TZO Billing Solutions, Detroit, MI [July 2019 to Present
[Third-party collection agency.]*

- ◆ Pay close attention to debtor concerns and explanations of overdue balances to understand their position and set a mutually agreed-upon plan forward
- ◆ Follow up with debtors to help proactively address and avoid further repayment challenges
- ◆ Address and resolve bill disputes from consumers

Highlight:

- ◆ Placed in the top 4% of department for overall success rate converting accounts from "delinquent" to "in repayment" status

Bill & Account Collector

TFO Agency, Detroit, MI 1 July 2017 to July 2019

- ◆ Maintained high efficiency in a fast-paced call center setting
- ◆ Helped address payment challenges to maximize creditors' recovery of overdue debts
- ◆ Addressed and resolved conflicts between debtors and creditors to help prevent financial loss and legal action

Education

High School Diploma

Henry Ford High School, Detroit, MI