CAMERON **LENZY**

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**Summary**

Customer service professional with administrative experience and exceptional people skills. Versed in collections  
and defaulted home loans. Desires a challenging role in an upbeat environment.

**Skills**

Results-oriented Creative Problem Solving  
Operations management Expense Control  
Customer -focused Multi-Task Management  
Microsoft Office proficient Defaulted loans  
Reports generation and analysis Customer Retention  
Training and development Account Management  
Customer Satisfaction Business Development

**Experience**

**Sales Associate 11/2017**  
**Dillard’s Cedar Hill, TX**

Welcoming and greeting customers with a smile.   
Assisting customer’s with finding desired products   
Providing information to customers about products.   
Displaying products on shelves and dusting them to appear new.   
Stocking products on shelves and in the store properly for easy access.  
Ensuring work area aisles are clean.  
Promoted products of the store to customers and improved sales.  
Addressed negative customer feedback immediately.  
Routinely prepared and evaluated reports to identify problems and areas for improvement.   
Effectively communicated with team members to maintain clearly defined expectations.   
Resolved customer questions, issues and complaints.

**Mortgage Servicing Single Point of Contact 07/2016 to 11/2017**  
**Ally Financial Lewisville, TX**

Performed skip tracing and updated customer information in the data system.  
Identified, initiated and facilitated resolution of customer issues.  
Effectively managed more than 70 client relationships each month.  
Provided various options to assist customer in curing delinquency from 120 to 0 days.  
Initiated all collection activities (telephone, letters and emails)  
Requested and reviewed short sale and bankruptcy documentation.  
Worked with various realtors and agents to ensure property for sale is listed at fair market value.  
Accelerated foreclosure sale date postponements in an attempt to allow time to complete short sale  
Ordered appraisals on shorts sale templates opened as well as credit reports on deed in lieu  
templates  
Advanced training in government loans as well as bank owned  
Knowledgeable in MSP, Lenderlive, SCRA, CMS and NICE

**Collections Specialist 08/2014 to 07/2016**  
**Bank of America Dallas, TX**

Administered delinquency cycle from start to finish, managing collections calling, skip tracing, outside

Created repayment plans based on account holders' financial status and repayment abilities.  
Recovered lost revenue by persistently reaching out to customers with past due accounts.  
Followed fair debt practices and regulatory guidelines when managing collections process.

collections agency coordination and related litigation.  
Assisted home owners with multiple mortgage accounts and completed loan modifications.  
Utilized and managed various programs such as LexisNexis, Home Saver and AS400.

**Education and Training**

**Business Administration**  
Tarleton State University  
Degree in progress

**2018**

Dallas, TX