Tiffany Richardson

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| objective | | |
|  | To obtain a position that will enable me to use my strong organizational skills while aggressively acquiring skills that will allow me to succeed in a leadership role. |
| Experience | | |
|  | 2016-current Wells Fargo Dealer Services Irving, TX  Collector 2/ Skip trace-Loan adjuster   1. In/Outbound manual dialing. 2. Evaluating customers’ financial situations to determine reason for delinquency. 3. Verify customer’s personal information and accurately document accounts. 4. Reviewing account payment history, misapplied payments and other duties as assigned. 5. Maintaining quality and accuracy for compliance. 6. Skip trace methods to find update contact information. 7. Used Skip trace tools (Lexis Nexis, Innovis, Experian, etc.) |
|  | 2014-2016 Kohl’s Corporation Inc. Dallas, TX  Customer Advocate   1. Corporate complaints. 2. Reviewed online orders, processed refunds, inspect damaged and non-received goods. 3. Credit card maintenance, reviewing credit history to determine opening and closing of accounts, adjustments in credit line, as well as helping to maintain positive account balances. 4. Used LexisNexis for credit bureau information to obtain accurate information.   2013-2014 Iqor Holding Inc. Richardson, TX  Collection Specialist   1. Collect payments on delinquent accounts. 2. Followed federal and state laws dealing with loans and collections. 3. Skip trace efforts using LexisNexis. 4. Assist agents with loan accounts. 5. In/Outbound calling collection calls. |
|  | 2011-2012 Aegis Communications Irving , TX  Customer Service Rep   1. Appointment setting. 2. Credit management. 3. Maintained high call volume, PDP’S, PTP'S and Net-spend, Serviced cable. Utility and Internet accounts for Time Warner Cable. |
| professional skills | | |
|  | 1. Customer Service 2. Advanced Computer Skills 3. Microsoft Word/Excel 4. Written Correspondence 5. Project Management |
| Refernces | | |
|  | 1. Furnished upon request |