

DEJANA MAGAZIN

Salt Lake City, UT 84123 ▪ (385) 259-5546

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PROFESSIONAL SUMMARY

Versatile, high-energy professional who supports organizations through change and challenge. Detailed-oriented and accurate team player who is very productive in a high stress environment. Providing outrageous customer service. Hands-on leader who is able to keep focused and productive. Outstanding customer service skills. Bilingual in Serbo-Croatian and English.

EDUCATION

High School Diploma, **Granite Peaks High School - 2012**

Salt Lake Community College - 2011

PROFESSIONAL EXPERIENCE

SOLERA, South Jordan, UT

Business to Business Accounts Receivable

Collect on past due accounts, explain invoices, create invoices, work with owners of companies, remind customers of payments, set customers up on automatic payments and paperless billing, sent dunning letters, deactivated accounts, canceled accounts and wrote off bad debts.

THE EQUITABLE FINANCE COMPANY, Murray, UT

Collector/Customer Service

Collecting on past due accounts, handling inbound and outbound calls, preparing affidavits, judgments and garnishments, handling repossession orders. Reviewing others affidavits. Working with branch managers to ensure we are ready for audits, skip-tracing.

SIMPLE FINANCE, Sandy, UT

Collector/Customer Service

Collecting past due accounts, handling outbound and inbound calls, emailed past due accounts, negotiated settlements, customer service, explained lease agreements to customers, set up catch up plans.

NORTH AMERICAN RECOVERY, Salt Lake City, UT

Collector

Collecting past due accounts, inbound and outbound calls, complying with strict FDCPA laws, setting up accounts for a lawsuit, verifying information, skip-tracing, resolving consumer problems, sending out hourly and daily reports to track collector's progress, took supervisor calls.

SPRINT, Salt Lake City, UT

Compliance Manager

Managed team, analyzed team, coached team, inventory, open and close, made sure team was up to date with training and changes made within the company, handle cash, cash-in and out, made bank deposits, organize and clean work area.

REFERENCES

Previous Employer, Will Pace (801) 949-1221

Previous Supervisor, Nicki Jorgenson (801) 916-2866

Taekwondo Instructor, Julie Tregeagle (801) 272-3960