

Matthew Deimeke
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Customer Service, Sales and Collection Management

Results driven leader with an outstanding track record in Sales, Customer Service and Collection Management. I am an excellent communicator with a passion for motivating teams and raising the bar by increasing efficiency, productivity and accountability with a lead by example mentality. I possess very strong negotiation skills and am extremely organized.

Loan Servicing Supervisor at Gateway One Lending and Finance TCF Bank in Tampa, FL from April 2017 – February 2019

Responsible for interviewing, training, mentoring and monitoring of collections representatives. Managing a team of 8-12 employees while maintaining delinquency for a \$50+ million dollar portfolio of auto loans at under 5%. Handle HR issues from attendance to performance and maintain relationships with multiple departments to ensure optimal results. Exceeded goals consistently and was in charge of multiple office wide continued training classes.

Project Manager at Crown Exteriors in St. Louis, MO from June 2015 – March 2017

Responsible from the first door knock to the final installation specializing in home owners Insurance claims in regards to property damage. Inspecting and supervising each tear down and install. Managing a large customer base, working directly with insurance companies and adjusters. Exceeded sales goals on a consistent basis.

Office Manager and Dispatch at MidAmerican Drain in St. Louis, MO from March 2014 – May 2015

In charge of billing, accounts receivable, customer contact, scheduling and dispatch. Supervised a crew of 3-5 individuals who handled onsite plumbing work while making sure all clients, customers and owners were satisfied with results that ranged from month long jobs to hourly service calls.

Sales and Collections Manager for Motor Vehicle Service Protection in St. Louis, MO from September 2010 – January 2014

Started at the company as a sales representative and after my third month of exceptional performance I was promoted to Sales Manager. At that point the company almost tripled in size due to the success of my teams and I was then asked to handle collections compliance management as well. I handled the hiring, training, monitoring, continued training and or termination for all departments. Regularly exceeded monthly goals and instilled success throughout the company.

Skills:

As a supervisor and manager I have embraced a variety of roles based on the needs of my employees and directors. I have had success in multiple call center environments in leading roles as a manager, supervisor and trainer. I think my skill set and background gives me a unique ability to lead, mold and shape representatives for success which in turn brings success to the company. I bring to the table over

20 years of experience in customer service, sales or collections including 12 years of managerial experience.

I am very efficient in multiple computer programs, dialer and phone systems as well as Microsoft office.

Education:

Graduated from CBC High School – 1995

- Graduated 3rd in class
- Member of National Honor Society
- Recipient of the George Washington Carver Award
- Recipient of the Tandy Technology Scholars
- Missouri Curator's award

Attended The University of MO, Rolla

Personal Volunteer work: Registered CYC coach for youth baseball, basketball and soccer as well as a registered official for CYC youth basketball

Availability: 1 – 2 Weeks

Salary: Negotiable

References: Luis Luccani 813-381-9998
Melinda Dries 813-312-0365
Omah Maharajh 813-476-9538