

Kevin Rouse
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716 262-5149

(Local to Buffalo, NY and immediately available)

Supplier Comments:

Kevin is a detailed oriented professional with extensive experience in collections environment
5+ years of experience working as Collections Specialist
Responsibilities include inbound / outbound collection for auto-repo debt, credit card debt
Provided technical support for customers over the phone

Objective:

Seeking a full time position with a company that offers room for growth and development

Education:

Erie Community College

Bryant & Stratton College

Skills:

Customer Service
Receptionist
Retail Sales
Data Entry
Coaching
Planning-Organizing-Leadership
Microsoft Office
Inventory
Management
Customer Service
Excellent Communication Skills
Scheduling
Training & Coaching
Data Entry-Records Management
Business Management Skills
Communication & Presentation
Time and Self- Management
Create spreadsheets
Excellent Telephone Etiquette
Team Management Skills

Experience:

Acara Solutions

Oct 2018 – Present

Customer Service Representative

Responsibilities include inbound/outbound calls reviewing customers options in regards to leased vehicles with US
Bank
Accounting

Uber Partner Drivers

Nov 2017 – Oct 2018

Uber Driver

Pick up customer and drop them off while providing excellent customer service

Empire Solutions

Apr 2017 – Present

Collections Representative

Responsibilities include inbound / outbound calls on collecting on payday loans

Buffalo Transportation

Dec 2015 – Mar 2017

Cab driver

Responsibilities include data entry, being on time for pick ups and drop offs, hospitality and maintaining the usage of gas

Mercantile Solutions
Customer Service Representative

Aug 2014 – Jul 2015

Responsibilities include inbound customer service calls and technical support for customers over the phone in regards to book memberships

Everest Receivable Services
Collection Specialist

Oct 2013 – Jul 2014

Responsibilities include inbound/ outbound collection for auto-repo debt, credit card debt and extensive knowledge

Crosspoint Associates, LLC
Collection Specialist

Mar 2012 – Jun 2013

Responsibilities include inbound/ outbound collection for auto-repo debt, credit card debt and extensive knowledge of skip tracing

Accountants Intl.
Temporary Agent

Feb 2010 – Sep 2011

Responsibilities include inbound/outbound calls to and from customers, processing the mortgage loans for customers
Postponing sale dates on customers' homes, explaining account status for our customers in detail

ICT GROUP
Customer Service Representative

Mar 2008 – Jun 2009

Responsibilities include dispatching as well as performed inbound customer service calls and technical support for customers over the phone

Continental Finance
Collection Specialist

Sep 2006 – Nov 2007

Responsibilities include inbound / outbound collection for auto-repo debt, credit card debt and extensive knowledge of skip tracing