1. Negotiated to collect balance in full.
2. Recorded all information regarding financial status of customers.
3. Collected documents and made portfolios for collections accounts.
4. Researched, analyzed and settled [Number] disputes per week.
5. Achieved monthly goals of $[Amount] through effective use of [Type] and [Type] skills.
6. Used probing techniques to determine debtors' reasons for delinquency.
7. Processed payments and contracts on accounts.
8. Maintained high volume of calls to meet demands of busy group.
9. Negotiated bids and marketed mortgage notes to investors.
10. Counseled debtors on payment options and arranged installment agreements.
11. Managed legal invoice processing for litigation by foreclosure attorneys.
12. Negotiated bids with investors for notes and sales to market delinquent mortgage notes.
13. Managed post-petition payments for bankruptcy cases and worked with legal departments to determine appropriate proceedings.
14. Discussed options with delinquent clients in terms of proposed solutions or foreclosure.
15. Processed payments and applied to customer balances.
16. Helped clients plan payoff plans for various types of loans, including commercial, home equity, mixed use and multi-family.
17. Created documents for court such as affidavits, modifications and forbearance agreements.
18. Researched accounts and completed due diligence to resolve collection problems.
19. Used scripted conversation prompts to convey current account information and obtain payments.
20. Achieved performance goals on consistent basis.