1. Recorded all information regarding financial status of customers.
2. Negotiated bids and marketed mortgage notes to investors.
3. Helped clients plan payoff plans for various types of loans, including commercial, home equity, mixed use and multi-family.
4. Processed payments and contracts on accounts.
5. Counseled debtors on payment options and arranged installment agreements.
6. Managed post-petition payments for bankruptcy cases and worked with legal departments to determine appropriate proceedings.
7. Trained new team members on scripts, company services and performance strategies and provided mentoring.
8. Achieved monthly goals of $[Amount] through effective use of [Type] and [Type] skills.
9. Created documents for court such as affidavits, modifications and forbearance agreements.
10. Negotiated bids with investors for notes and sales to market delinquent mortgage notes.
11. Used probing techniques to determine debtors' reasons for delinquency.
12. Researched accounts and completed due diligence to resolve collection problems.
13. Collected documents and made portfolios for collections accounts.
14. Used skip tracing and other techniques to locate debtors.
15. Handled [Number] outbound and inbound calls daily with goal of collecting owed debt.
16. Maintained high volume of calls to meet demands of busy group.
17. Checked packages for demand letters and loan authorizations before sending to clients.
18. Set up drafts and processed immediate payments after conducting thorough research and analysis of account.
19. Monitored accounts for compliance with established payment plans and flagged those in violation.
20. Worked in call center environment handling manual and automatically dialed outbound calls.