1. Wrote and implemented standard operating procedures for credit personnel to achieve consistency in unit operations.
2. Monitored accounts for signs of fraud and non-payment issues.
3. Maintained full knowledge of current regulatory environment and made proactive adjustments to meet changing requirements.
4. Collected data and performed trend and variance analysis to mitigate risk arising from bad debt.
5. Referred delinquent accounts to collections department or outside resources.
6. Reported key performance indicators to department heads for management of positive cash flow and to adjust credit risk policies and procedures.
7. Oversaw all reporting, documentation and recordkeeping requirements for department.
8. Investigated and evaluated customers for creditworthiness and potential risk factors.
9. Collaborated with management to evaluate credit strategies and develop improvements.
10. Provided resources and expertise for conversion, validation and training required for company-wide software updates.
11. Devised collection recovery strategies to resolve customer issues and delinquent cases.
12. Reduced past due balances and bad debt by coordinating collection efforts with customer service, sales and billing departments.
13. Obtained and reviewed credit reports, credit references, credit insurance and financial statements to establish credit limits for new accounts.
14. Used [Software] and [Software] to perform credit appraisals, document verification and loan approvals.
15. Optimized credit approval and collection processes, improving operational efficiencies by over [Number]%.
16. Developed strategies to expedite payments and customer resolutions.
17. Utilized deep understanding of industry best practices and legal requirements to prevent critical incidents.
18. Recognized across organization for diligence, accuracy and contributions toward maintaining positive cash position through problem resolution.
19. Reviewed and analyzed loan procedures.
20. Performed semi-annual account credit limit reviews and credit increase review requests from financial service and sales teams.