1. Managed efficient cash flow reporting, posted cash receipts and analyzed chargebacks, independently addressing and resolving issues.
2. Worked with [Job title] and assisted [Job title]s to properly apply customer remittances.
3. Prevented impending loss and increased profitability by enforcing scheduled collection campaigns, consistently achieving targeted recovery rate.
4. Produced, distributed and tracked more than [Number] monthly invoices for [Industry] business.
5. Performed targeted collections on past due accounts aged over [Number] days.
6. Compiled and analyzed data for review by senior management of loan loss reports to measure portfolio performance.
7. Contacted clients with past due accounts to formulate payment plans and discuss restructuring options.
8. Handled high volume of in-bound calls pertaining to reconciliation of delinquent accounts.
9. Applied more than [Number] payments per week.
10. Identified, researched and resolved billing variances to maintain system accuracy and currency.
11. Managed quality assurance program, including on-site evaluations, internal audits and customer surveys.
12. Actively listened to customers, handled concerns quickly and escalated major issues to supervisor.
13. Completed all paperwork, recognizing any discrepancies and addressing them in a timely fashion.
14. Increased customer satisfaction by resolving [product or service] issues.
15. Demonstrated respect, friendliness and willingness to help wherever needed.
16. Adhered to social distancing protocols and wore mask or face shield at all times.
17. Maintained and repaired facilities, equipment and tools to achieve operational readiness, safety and cleanliness.
18. [Type] hardware proficiency
19. Devoted special emphasis to punctuality and worked to maintain outstanding attendance record, consistently arriving to work ready to start immediately.
20. Completed minor preventative maintenance and mechanical repairs on equipment.