1. Created documents for court such as affidavits, modifications and forbearance agreements.
2. Processed payments and applied to customer balances.
3. Achieved performance goals on consistent basis.
4. Checked packages for demand letters and loan authorizations before sending to clients.
5. Monitored accounts for compliance with established payment plans and flagged those in violation.
6. Researched accounts and completed due diligence to resolve collection problems.
7. Counseled debtors on payment options and arranged installment agreements.
8. Used skip tracing and other techniques to locate debtors.
9. Set up drafts and processed immediate payments after conducting thorough research and analysis of account.
10. Used probing techniques to determine debtors' reasons for delinquency.
11. Used scripted conversation prompts to convey current account information and obtain payments.
12. Helped clients plan payoff plans for various types of loans, including commercial, home equity, mixed use and multi-family.
13. Worked in call center environment handling manual and automatically dialed outbound calls.
14. Negotiated to collect balance in full.
15. Maintained high volume of calls to meet demands of busy group.
16. Negotiated bids with investors for notes and sales to market delinquent mortgage notes.
17. Trained new team members on scripts, company services and performance strategies and provided mentoring.
18. Delivered exceptional customer service on all calls while maintaining calm and professional demeanor in challenging circumstances.
19. Discussed options with delinquent clients in terms of proposed solutions or foreclosure.
20. Achieved monthly goals of $[Amount] through effective use of [Type] and [Type] skills.