1. Trained new team members on scripts, company services and performance strategies and provided mentoring.
2. Maintained high volume of calls to meet demands of busy group.
3. Delivered exceptional customer service on all calls while maintaining calm and professional demeanor in challenging circumstances.
4. Used scripted conversation prompts to convey current account information and obtain payments.
5. Worked in call center environment handling manual and automatically dialed outbound calls.
6. Produced, distributed and tracked more than [Number] monthly invoices for [Industry] business.
7. Achieved performance goals on consistent basis.
8. Set up drafts and processed immediate payments after conducting thorough research and analysis of account.
9. Monitored accounts for compliance with established payment plans and flagged those in violation.
10. Used skip tracing and other techniques to locate debtors.
11. Handled high volume of in-bound calls pertaining to reconciliation of delinquent accounts.
12. Contacted clients with past due accounts to formulate payment plans and discuss restructuring options.
13. Identified, researched and resolved billing variances to maintain system accuracy and currency.
14. Managed efficient cash flow reporting, posted cash receipts and analyzed chargebacks, independently addressing and resolving issues.
15. Worked with [Job title] and assisted [Job title]s to properly apply customer remittances.
16. Resolved problems, improved operations and provided exceptional service.
17. Compiled and analyzed data for review by senior management of loan loss reports to measure portfolio performance.
18. Performed targeted collections on past due accounts aged over [Number] days.
19. Prevented impending loss and increased profitability by enforcing scheduled collection campaigns, consistently achieving targeted recovery rate.
20. Applied more than [Number] payments per week.