1. Achieved performance goals on consistent basis.
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. Handled [Number] outbound and inbound calls daily with goal of collecting owed debt.
5. Achieved monthly goals of $[Amount] through effective use of [Type] and [Type] skills.
6. Processed payments and contracts on accounts.
7. Managed legal invoice processing for litigation by foreclosure attorneys.
8. Negotiated bids and marketed mortgage notes to investors.
9. Processed payments and applied to customer balances.
10. Recorded all information regarding financial status of customers.
11. Checked packages for demand letters and loan authorizations before sending to clients.
12. Trained new team members on scripts, company services and performance strategies and provided mentoring.
13. Researched, analyzed and settled [Number] disputes per week.
14. Worked in call center environment handling manual and automatically dialed outbound calls.
15. Counseled debtors on payment options and arranged installment agreements.
16. Used skip tracing and other techniques to locate debtors.
17. Set up drafts and processed immediate payments after conducting thorough research and analysis of account.
18. Used probing techniques to determine debtors' reasons for delinquency.
19. Helped clients plan payoff plans for various types of loans, including commercial, home equity, mixed use and multi-family.
20. Managed post-petition payments for bankruptcy cases and worked with legal departments to determine appropriate proceedings.