1. Achieved monthly goals of $[Amount] through effective use of [Type] and [Type] skills.
2. Used probing techniques to determine debtors' reasons for delinquency.
3. Researched, analyzed and settled [Number] disputes per week.
4. Reviewed collection reports to determine status of collections and amounts of outstanding balances.
5. Resolved challenging situations with friendly but firm strategies.
6. Processed payments and contracts on accounts.
7. Counseled debtors on payment options and arranged installment agreements.
8. Handled [Number] outbound and inbound calls daily with goal of collecting owed debt.
9. Recorded all information regarding financial status of customers.
10. Used skip tracing resources to locate debtors and updated information in company system.
11. Achieved performance goals on consistent basis.
12. Created documents for court such as affidavits, modifications and forbearance agreements.
13. Negotiated to collect balance in full.
14. Worked in call center environment handling manual and automatically dialed outbound calls.
15. Trained new team members on scripts, company services and performance strategies and provided mentoring.
16. Helped clients plan payoff plans for various types of loans, including commercial, home equity, mixed use and multi-family.
17. Researched accounts and completed due diligence to resolve collection problems.
18. Managed legal invoice processing for litigation by foreclosure attorneys.
19. Maintained high volume of calls to meet demands of busy group.
20. Set up drafts and processed immediate payments after conducting thorough research and analysis of account.