1. Negotiated bids with investors for notes and sales to market delinquent mortgage notes.
2. Helped clients plan payoff plans for various types of loans, including commercial, home equity, mixed use and multi-family.
3. Researched, analyzed and settled [Number] disputes per week.
4. Negotiated to collect balance in full.
5. Researched accounts and completed due diligence to resolve collection problems.
6. Worked in call center environment handling manual and automatically dialed outbound calls.
7. Delivered exceptional customer service on all calls while maintaining calm and professional demeanor in challenging circumstances.
8. Created documents for court such as affidavits, modifications and forbearance agreements.
9. Collected documents and made portfolios for collections accounts.
10. Achieved performance goals on consistent basis.
11. Maintained high volume of calls to meet demands of busy group.
12. Handled [Number] outbound and inbound calls daily with goal of collecting owed debt.
13. Managed legal invoice processing for litigation by foreclosure attorneys.
14. Managed post-petition payments for bankruptcy cases and worked with legal departments to determine appropriate proceedings.
15. Checked packages for demand letters and loan authorizations before sending to clients.
16. Used skip tracing and other techniques to locate debtors.
17. Trained new team members on scripts, company services and performance strategies and provided mentoring.
18. Processed payments and applied to customer balances.
19. Processed payments and contracts on accounts.
20. Discussed options with delinquent clients in terms of proposed solutions or foreclosure.