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