1. Prevented impending loss and increased profitability by enforcing scheduled collection campaigns, consistently achieving targeted recovery rate.
2. Handled high volume of in-bound calls pertaining to reconciliation of delinquent accounts.
3. Identified, researched and resolved billing variances to maintain system accuracy and currency.
4. Worked with [Job title] and assisted [Job title]s to properly apply customer remittances.
5. Contacted clients with past due accounts to formulate payment plans and discuss restructuring options.
6. Applied more than [Number] payments per week.
7. Produced, distributed and tracked more than [Number] monthly invoices for [Industry] business.
8. Managed efficient cash flow reporting, posted cash receipts and analyzed chargebacks, independently addressing and resolving issues.
9. Compiled and analyzed data for review by senior management of loan loss reports to measure portfolio performance.
10. Performed targeted collections on past due accounts aged over [Number] days.
11. Prepared a variety of different written communications, reports and documents to ensure smooth operations.
12. Worked closely with [job title] to maintain optimum levels of communication to effectively and efficiently complete projects.
13. Conducted research, gathered information from multiple sources and presented results.
14. Saved $[amount] by implementing cost-saving initiatives that addressed long-standing problems.
15. Completed minor preventative maintenance and mechanical repairs on equipment.
16. Performed duties in accordance with all applicable standards, policies and regulatory guidelines to promote safe working environment.
17. Led projects and analyzed data to identify opportunities for improvement.
18. Delivered [product or service] to customer locations within specific timeframes.
19. Participated in continuous improvement by generating suggestions, engaging in problem-solving activities to support teamwork.
20. Resolved conflicts and negotiated mutually beneficial agreements between parties.