**DEBT COLLECTOR RESUME WORK EXPERIENCE**

**April 20XX–Present |Intuit, Los Angeles, CA**

**Collections, AHC, Legal Inquiries Risk Management**

* Process and analyze 30+ exception cases per week quickly and accurately
* Communicate complex issues in an easily understandable way to customers both verbally and in writing
* Perform 50+ daily outbound calls to customers and other financial institutions
* File lawsuits before the debt passes its statute of limitations if legal action is necessary
* Answer incoming calls in order to reduce customer complaints and maintain 90% customer satisfaction
* Collect past due balances, make payment arrangements, post payments, and finalize settlements in a timely manner

**August 20XX-March 20XX | Ganahl Lumber Co, Torrance, CA**

**Credit Collector**

* Collected accounts receivable in a polite yet firm manner to avoid receiving cease and desist letters, increasing profits by 10% within two years
* Processed and followed up on 70+ non-sufficient fund (NSF) checks, set up 60+ job accounts, and posted 75+ customer accounts monthly
* Negotiated payment plans and payoff deadlines to ensure timely payments
* Sent 60+ validation notices per week within 5 days of first contact
* Registered paperwork and performed office duties to promote efficiency