
Bank Collector Resume

Job Objective

A highly competent Bank Collector seeking a job within your Bank where I can put in maximum efforts and contribute to the overall development.

Highlights of Qualifications:

- Strong experience in providing customer service in the banking environment
 - Sound knowledge of state regulations and FDCA
 - Exceptional knowledge of loan collection procedures and policies
 - Profound ability to resolve all banking related queries of customers
 - Immense ability to interpret information effectively
 - Ability to resolve all customer related issues
 - Ability to handle high call volume in a timely manner
 - Proficient with Microsoft Office applications
 - Familiarity with account service procedures, fair debt collection practices, loan collection policies and procedures
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Professional Experience:

Bank Collector
TCF Bank, Springfield, MA
August 2007 – Present

Responsibilities:

- Administered and documented customer account maintenance requests.
- Monitored all inbound and outbound calls for bank.
- Managed all urgent payment options for credit cards and account dues.
- Maintained document for all account activities through appropriate logging.
- Developed effective collection module for all bank representatives.
- Ensured achievement of all departmental objectives.
- Assisted in negotiations for terms as per departmental guidelines.
- Coordinated with customers to resolve all delinquent issues.

Bank Collector
Bank Of America, Springfield, MA
May 2004 – July 2007

Responsibilities:

- Coordinated with customers and informed about any delinquencies in account.
 - Analyzed customer issues and recommends appropriate resolution.
 - Monitored customer requests and assisted in lending of funds as per bank regulations.
 - Performed research for credit reports of customers and performed analysis.
 - Documented all activities.
 - Provide assistance to borrowers for loss mitigation processes.
 - Analyzed issues and if required escalated it to management.
 - Maintained updated knowledge of all banking policies and procedures.
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Education:

Bachelor's Degree in Finance
Beloit College, Beloit, WI

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