
BILLING COLLECTOR RESUME

Summary:

A highly talented and driven individual with experience in tracking customers with delinquent accounts, helping in the solicitation and receipt of payments and update customer's account after settling of payment; has prepared statements for submission to credit department; has initiated repossession proceedings or service disconnections according to need and timeline; has the ability to work independently and with a team in a fast paced environment' has an excellent verbal communication skills, effective telephone conversation techniques; possess the qualities of a leader by exuding firmness, direction, consistency, and professionalism at all times; is results-oriented and persistent when faced with obstacles.

Professional Experience:

Billing Collector
Credit Solutions Venture, New York January 2006 –Present

Responsibilities:

- Monitored overdue payments of clients.
- Made calls to clients/debtors to get additional information as well as inform them of new products, inform them of arrears and penalties for unpaid balances and give recommendation on how to manage their accounts
- Reviewed terms of sales, credit contracts and determined appropriate strategies to generate payments.
- Negotiated credit extensions when necessary.
- Notified credit departments and turned over records to the legal department when clients/debtors failed to respond to collection attempts.
- Monitored and kept a record of information about financial status of clients/debtors and status of collection efforts.
- Advised clients/debtors of necessary actions and strategies for payment schemes.

Financial Support Clerk June 2004– January 2006
National Fuel Corporation, New York

Responsibilities:

- Matched invoices to purchase orders for posting payment information.
- Maintained records and updated account information in the company system.
- Contacted suppliers to resolve problems involving price/quantity discrepancies on purchases.
- Mailed copies of invoices to appropriate departments.
- Identified and resolved problems concerning disbursement to different departments, and documented actions taken.

Customer Service Representative February 1999 – May 2004
Charter Bank, Florida

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- Notified credit departments and turned over records to the legal department when clients/debtors failed to respond to collection attempts.
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- Advised clients/debtors of necessary actions and strategies for payment schemes.

Financial Support Clerk June 2004– January 2006
National Fuel Corporation, New York

Education:

1995- 1999 Bachelor of Science in Business Administration, Major in Accounting
Northwestern University, IL

Skills:

- Sound knowledge of word processing, managing files and records
- Remarkable knowledge of accounting principles
- Effective in writing and outstanding communication skills

- Knowledge of basic and advanced mathematical principles
- Computer skills
- Proficiency in MS Office applications such as Word, Excel, PowerPoint, other accounting and bookkeeping applications

Awards and Affiliations:

Member, International Association of Commercial Collectors
Member, Association of Credit and Collection Professionals

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