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## Collection Agent Resume

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### Job Objective

Seeking to obtain a Collection Agent position with an organization where I can utilize my skills and be an asset to the employer.

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### Work Experience:

Collection Agent, May 2004 – Present  
Pitney Bowes, Carson, CA

- Analyzed the customers' financial situation and offered the best payment solutions.
- Performed consistently to meet performance standards set by the department.
- Performed collection calls on assigned accounts in their work queue, predictive dialer and inbound calls.
- Participated in monthly management roundtables and feedback sessions.
- Ensured adherence to the Fair Debt Collections Practices Act and other compliance regulations, and security policies.

Collection Agent, March 2002– April 2004  
Redline Recovery Services, Carson, CA

- Performed skip-tracing techniques to locate consumers to collect debt.
  - Handled situations to overcome stalls and objections.
  - Suggested money sources for debt payment.
  - Contacted consumers, negotiated payment arrangements.
  - Updated the customer record with new information, and record.
  - Recognized FFS collection criteria set forth and adhered to follow it.
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### Summary of Qualifications:

- Remarkable experience working as a collection agent within a financial institution
  - Skilled in preventing losses, controlling delinquent balances and collecting delinquent accounts
  - In-depth knowledge of collection practices, regulations and procedures
  - Excellent track record in administering collections
  - Proven ability to update the customer record with new information
  - Strong analytical and problem-solving skills
  - Great ability to adapt to flexible working environment
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### Education:

Associate Degree in Accounting, Alabama Southern Community College, Monroeville, AL

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