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## Collections Manager Resume

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### Job Objective

To enhance my skills and further my career by filling the position of Collections Manager in well-established organization.

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### Highlights of Qualifications:

- Remarkable experience to administer loan and collection activities
  - Thorough knowledge of collection procedures and regulations
  - Sound knowledge of business practices and consumer collection
  - Ability to manage complex customers
  - Ability to resolve all issues efficiently
  - Huge Microsoft Office applications skills
  - Profound communication skills in both oral and written forms
  - Solid understanding of FDCA
  - Proficient to understand accounting principles
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### Professional Experience:

Collections Manager  
BlueLinx Corporation, Bohemia, NY  
October 2008 – Present

- Administered past due accounts and facilitated required decisions.
- Evaluated all collection activities and modified as required.
- Developed and maintained efficient relationships with partners.
- Designed efficient asset recovery process flow for all due accounts.
- Monitored collection activities according to state and federal regulations.
- Assisted staff and initiated changes to collection policies and procedures.
- Prepared and analyzed reports and recommended improvements.
- Determined performance minimums and managed tracking of objectives.

Collections Supervisor  
Winterwood Inc, Bohemia, NY  
August 2003 – September 2008

- Supervised working of call center representatives for collection objectives.
- Maintained attendance records and prepared schedule for work.
- Coordinated with collections managers and designed production goals.
- Provided cross training programs to increase efficiency of collection process.
- Ensured optimal level of customer services and performance metrics.
- Provided technical support to team members and resolved issues.

Collections Specialist  
CDI Corporation, Bohemia, NY  
May 1998 – July 2003

- Managed past due commercial debt and follow up with customers.
  - Performed research to resolve all billing issues.
  - Assisted to trace all customers to new address.
  - Facilitated in payment process through credit and debit cards.
  - Administered accounts and performed follow up to resolve issues.
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### Education:

Bachelor's Degree in Business  
Lehigh University, Bethlehem, PA

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