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## Collections Supervisor Resume

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### Job Objective

Searching for an opportunity to use my years of experience as Collections Supervisor to increase the client base and sales for the right company.

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### Highlights of Qualifications:

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- Remarkable experience in Collections and Accounts Receivable
  - In-depth knowledge of GAAP (Generally Accepted Accounting Principles)
  - Strong knowledge of general collection and billing procedures
  - Proficient in SAP, JD Edward, Cable billing system, Excel, Outlook and Word
  - Skilled in reading, analyzing and interpreting financial statements
  - Effective customer service and negotiation skills
  - Outstanding motivational and analytical skills
  - Ability to take ownership and serving the employees in their scope of responsibility
  - Excellent written and oral communication skills
  - Excellent Data Entry and keyboard skills
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### Professional Experience:

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Collections Supervisor, August 2005 to till date  
Saxon, Sacramento, CA

- Reviewed team members' performance and offer insight to areas of improvement.
- Prepared monthly Individual Development Plans for each member of the team.
- Handled inbound calls to the Assist Line when call volume dictates.
- Identified potential problems and communicated timely with management.
- Recognized and escalated issues that may need to be referred to team to prevent losses to the company.

Collections Supervisor, June 2002 to July 2005  
CarHop, Sacramento, CA

- Directed and assisted in the operational and technical functions of the unit.
  - Motivated staff to obtain individual and unit objectives.
  - Monitored skill level of staff and provided necessary training.
  - Submitted monthly reports on random account reviews by the first day of each month.
  - Enforced adherence to Collection procedures for all direct reports.
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### Education:

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Bachelor's Degree in Business Administration, Cedar Valley College, Lancaster, TX

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