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## Collections Team Leader Resume

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### Job Objective

Seeking the opportunity to secure a Collections Team Leader position with well-established firm in search of hard-working, self-motivated, qualified employees.

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### Summary of Qualifications:

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- Working knowledge of accounts receivable
  - Ability to effectively teach strong negotiation and decision making skills
  - Ability to handle the most sensitive issues with both internal and external customers
  - Proficient with MS Office, ERP system and SAP
  - Strong supervisory, collection and negotiation skills
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### Work Experience:

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Collections Team Leader, August 2005 – Present  
CIT Group, San Francisco, CA

- Identified and developed measurement standards for the improvement of performance and operational effectiveness.
- Planned, and implemented Team goals and objectives.
- Reduced violations to ensure adherence to proper collection procedures.
- Monitored and evaluated associates performance and provided the necessary feedback for performance enhancement.
- Supervised staff of collection representatives.
- Monitored performance of collection representatives to ensure the level of service is maintained within defined parameters.

Collections Team Leader, May 2000 – July 2005  
Hays Accountancy & Finance, San Francisco, CA

- Set personal and team targets to achieve improved results.
  - Provided technical input in product and process issues.
  - Planned&prioritized activities of team to ensure targets are met.
  - Identified individuals with potential and sponsored their future development in order to realize this potential.
  - Reviewed performance of the team, & identified development needs to maximize performance.
  - Ensured the training and mentoring of Collectors.
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### Education:

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Bachelor's Degree In Business Administration, Frank Phillips College, Borger, TX

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