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## Debt Collection Manager Resume

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### Job Objective

To obtain a position as Debt Collection Manager with your company so that I can act on the skills and experience I have obtained in past positions.

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### Highlights of Qualifications:

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- Admirable experience in collection of debt and assist in finance process
  - Exceptional knowledge of debt collection law
  - Immense knowledge of company standard operating procedures
  - Ability to coordinate with debtors and clients
  - Ability to work on computerized systems
  - Ability to complete work within deadline
  - Ability to make appropriate decisions
  - Ability to prepare schedule for projects
  - Ability to perform field collection calls
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### Professional Experience:

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Debt Collection Manager  
Meritrust Credit Union, Jackson, MS  
October 2008 – Present

- Evaluated schedule changes and maintained record of time.
- Monitored all time off requests and obtained director approval.
- Managed client portfolio and tracked all client activities.
- Maintained knowledge of all payments and recorded it.
- Ensured compliance to all client recovery objectives.
- Assisted to close all accounts for remittance periods.
- Performed regular audit on all collector activities.
- Analyzed all client and firm requirements and provided services accordingly.

Debt Collection Supervisor  
Heights Finance Corporation, Jackson, MS  
August 2003 – September 2008

- Monitored activities of collection team and provided training for it.
- Maintained knowledge on all standard operating procedures for programs.
- Ensured compliance to all regulations for collection procedures.
- Administered changes for all legislation for debt processes.
- Evaluated accounts and determined appropriate strategies.
- Analyzed and maintained record of legal costs and bankruptcy claims.

Debt Collection Specialist  
ConServe, Jackson, MS  
May 1998 – July 2003

- Maintained regular communication with customers and resolved issues.
  - Monitored inbound calls for clients for all loan product information.
  - Documented support process for collection activities.
  - Ensured compliance with all risk operations for debt activities.
  - Assisted to reduce delinquency and negotiate on payments.
  - Managed multiple systems and update required information.
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### Education:

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Bachelor's Degree in Business Administration, Finance  
Mercer University, Macon, GA

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