

# RESUME ID# 129

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## OBJECTIVE

Highly motivated, dedicated, and results-driven professional to secure a position with your company in *Manager, Supervisor, or other position in Sales, Customer Service, or other position as applicable*, utilizing my skills, training, and experience

## SUMMARY OF QUALIFICATIONS

- Over 4 years' experience as a Supervisor managing up to 10 telemarketing specialists calling on prospective customers to book and reserve resort lodgings in a membership network of properties situated throughout the United States and Canada, and proficient with all aspects of workforce development including interviewing, hiring, training, scheduling, setting initiatives and goals, delegating work assignments for progress towards attainment of goals, quality, expediency, and proper employee/customer interactions, conducting performance evaluations, implementing disciplinary measures, and terminations
- Over 15 years' experience in sales and providing uncompromising highest standards of customer service in a variety of settings, including debt recovery, telecommunications, and call center industries, assisting customers with their product/service requirements and selections, offering intelligent solutions customized to individual needs, negotiating pricing and terms, securing agreements and deposits, and resolving issues to their complete satisfaction
- Strong communications, math, analytical, and problem-solving skills
- Multi-tasks well in a fast-paced environment, well-developed organizational skills, and possesses an eye for detail
- Learns new systems quickly and completes projects on time or ahead of critical deadlines
- Experienced using computers, Windows, MS Office, proprietary software (Skip Tracing), Internet research, and email
- Types 60+ WPM, accurately
- Works well independently or collaboratively in a team environment

## PROFESSIONAL EXPERIENCE

### 08/01 - 07/13 *Debt Recovery Specialist*

First Source, Amherst, NY

- Received calls from and made up to 250 phone calls per day and spoke with approximately 50 individuals per day delinquent in their payments on store credit cards and bank credit cards
- Coordinated payment plan strategies with customers to restore favorable status with their creditors, usually in 3 months of payments, and followed up at prescribed intervals, to ensure adherence to their payment agreements
- Recovered up to \$30K per month, meeting and/or surpassing all goals, objectives, and corporate expectations

### 01/00 - 08/01 *Debt Recovery / Customer Service Representative*

Teletech Holdings, LLC, Niagara Falls, NY

- Made, predominantly, outbound calls to Verizon customers to collect past-due payments or to set up specified payment plans to maintain service
- Answered inbound calls from customers of Verizon/GTE to service existing wireless and land-line telecommunications accounts
- Informed customers of plan options, usage of minutes/data, and made changes for customers as requested
- Entered data into computer database to update customer records
- Assisted customers to resolve billing issues
- Selected and assigned by upper management to train new employees, monitoring all employee/customer service calls, re-training, if necessary, and consulting with upper management for employee status/progress reports

## EDUCATION, TRAINING & ACHIEVEMENTS

### *GED, 1990*

Kelly Business Institute, Niagara Falls, NY