

COLLEEN A. NOBLE

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COLLECTIONS SUPERVISOR

14 years of experience coordinating debt collections activities for credit and financial services organizations and in-house collections departments through hands-on staff management.

Strong account manager with outstanding customer service skills and a proven ability to work with clients to arrange workable payment schedules and account issue resolutions.

- **Collections & Skip Tracing**
- **Account Management**
- **Staff Training & Supervision**
- **Sales Support / Customer Service**
- **Process Improvements**
- **QA / Regulatory Compliance**

PROFESSIONAL EXPERIENCE

Baseball Card Collections - Charlotte, NC

COLLECTION COORDINATOR

2012 - Present

- Handle collections and skip tracing activities for this leading print advertiser / directory.
- Resolve billing discrepancies and monthly reconciliation on more than 350 accounts.
- Maintain Tickler and A/R reports to support the timely tracking of collections activities.
- Coordinate payment schedules and escalate delinquent accounts to Final Demand Department.
- Recognized for consistently meeting and exceeding company goals and expectations.

Credit Extenders - Charlotte, NC

SKIP TRACER / DEBT COLLECTOR

2008 - 20012

- Handled collections and skip tracing activities for this leading retailer's Credit Card Services.
- Consistently surpassed a monthly quota of 75% found and 100% resolution rates.
- Resolved billing discrepancies and account reconciliation on several-hundred consumer accounts.
- Worked within a high-volume inbound call center environment with an automated dialer system.
- Maintained a network database to support the timely tracking of collections activities.

Financial Solutions - Charlotte, NC

COLLECTION SUPERVISOR

2003 - 2008

- Managed collections and skip tracing activities for this third-party collection agency.
- Trained, supervised and evaluated a staff of 8-12 debt collectors.
- Delegated work assignments, coordinated schedules, and maintained confidential employee files.
- Ensured the timely resolution of collections activities and compliance with state/federal guidelines.
- Created and implemented an effective collections queue's that maximize collections efforts.
- Recognized for maintaining high-resolution rates through effective staff management.

EDUCATION

Bachelor of Science in Business Administration | ONLINE 4U - Charlotte, NC

COMPUTER SKILLS

Word, Excel, Access, and PowerPoint; WordPerfect; Peachtree; QuickBooks; SAP