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| John Doe | | |
| Summary  Motivated and detail-oriented recent graduate with a strong desire to begin a career in collections. Excellent communication skills and a passion for helping clients resolve financial issues.  Work Experience  **Collections Intern Jun 2022 – Aug 2022**  ABC Financial Services Springfield, IL   * Assisted in managing over 100 client accounts for delinquent payments. * Resolved customer inquiries and facilitated payment arrangements to reduce outstanding debts.   **Customer Service Representative Jan 2021 – May 2022**  XYZ Retail Springfield, IL   * Handled customer complaints and inquiries, achieving a 95% satisfaction rate. * Processed transactions efficiently while maintaining accurate records.   Education Bachelor of Arts: Business Administration Jan 2022 *University of Illinois**Urbana-Champaign, IL* | Contact  (123) 456-7890  john.doe@example.com  Springfield, IL 62701  Skills  Customer Service  Communication Skills  Problem Solving  Time Management  Data Entry  Negotiation  Attention to Detail  Microsoft Office Suite |