|  |
| --- |
| Jane Smith |
| SummaryResults-driven collections agent with over 4 years of experience in debt recovery and account management. Proven track record of achieving collection goals and improving customer relations through effective negotiation and communication.Work Experience**Collections Specialist Mar 2021 – Present**DEF Credit Solutions Chicago, IL* Increased recovery rate by 25% through improved negotiation strategies.
* Managed a portfolio of over 300 accounts with a focus on resolving delinquent debts.

**Junior Collections Agent Jan 2019 – Feb 2021**GHI Debt Recovery Chicago, IL* Successfully collected 80% of debts assigned, exceeding team target.
* Conducted account reviews and provided detailed reports to management.

EducationBachelor of Science: Finance Jan 2018*DePaul University**Chicago, IL*certifications* Certified Collections Specialist – ACA International – 2020
 | Contact(987) 654-3210jane.smith@example.comChicago, IL 60601SkillsDebt RecoveryNegotiation SkillsAccount ManagementConflict ResolutionCustomer Relationship ManagementData AnalysisMicrosoft ExcelTime Management |