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| Jane Smith | | |
| Summary  Results-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.   Education Bachelor of Science: Finance Jan 2018 *DePaul University**Chicago, IL*  certifications   * Certified Collections Specialist – ACA International – 2020 | Contact  (987) 654-3210  jane.smith@example.com  Chicago, IL 60601  Skills  Debt Recovery  Negotiation Skills  Account Management  Conflict Resolution  Customer Relationship Management  Data Analysis  Microsoft Excel  Time Management |