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| Michael Johnson |
| SummaryDynamic and seasoned collections manager with over 10 years of experience in debt recovery and financial services. Expert in developing strategies to optimize collections processes and enhance team performance.Work Experience**Collections Manager Jan 2018 – Present**JKL Financial Group Los Angeles, CA* Led a team of 15 collections agents, achieving a 30% increase in overall collections.
* Implemented new training programs that reduced agent onboarding time by 40%.

**Senior Collections Agent Mar 2013 – Dec 2017**MNO Credit Services Los Angeles, CA* Achieved top performance status by exceeding monthly collection targets by 20% on average.
* Developed customer retention strategies that increased repeat business by 15%.

EducationMaster of Business Administration Jan 2012*University of Southern California**Los Angeles, CA*certifications* Certified Credit and Collections Professional (CCCP) – National Association of Credit Management – 2015
 | Contact(555) 123-4567michael.johnson@example.comLos Angeles, CA 90001SkillsTeam LeadershipStrategic PlanningProcess ImprovementRegulatory ComplianceClient RetentionTraining and DevelopmentData AnalyticsCRM Software |