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| Michael Johnson | | |
| Summary  Dynamic 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%.   Education Master 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) 123-4567  michael.johnson@example.com  Los Angeles, CA 90001  Skills  Team Leadership  Strategic Planning  Process Improvement  Regulatory Compliance  Client Retention  Training and Development  Data Analytics  CRM Software |