

Maxine Curry

Debt Collector

AREAS OF EXPERTISE

Collecting outstanding monies

Executing warrants

Talking to people

Cost control

Coming up with solutions

Investigating cases

PROFESSIONAL

Driven mentality

Good communicator

PERSONAL SKILLS

Helpful

Determined

Persistent

Driven

CONTACT

*Maxine Curry
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*Driving license: Yes
Nationality: British*

PERSONAL SUMMARY

Maxine has a professional and mature attitude and goes out of her way to understand the financial difficulties her clients may be encountering so that she can negotiate mutually agreeable terms. She is an expert at being able to suggest and implement quality solutions to aid those she is tasked with chasing up. Her key strength is her ability to ensure that arrears cases are actioned quickly, efficiently and within stated procedures. In her current role she is known for being a professional and informative primary point of contact for all customers. Right now she would like to join a company where everyone feels welcome and where there are excellent promotional opportunities for motivated individuals.

WORK EXPERIENCE

Financial Service Company – Birmingham

DEBT COLLECTOR Jun 2013 – Present

Responsible for dealing with all aspects of a litigation focused debt recovery process and for managing an assigned case load effectively in line with agreed client service levels.

Duties:

- Advising debtors of the possible consequences of non-payment.
- Communicating with clients via post, telephone and emails.
- Reporting any suspected fraudulent activity to the Fraud Manager.
- Contacting people who owe money to the company.
- Securing payment from debtors.
- Investigating claims of financial difficulties.
- Making enquiries to trace the whereabouts of defaulters.
- Keeping administrative records up to date.
- Visiting defaulters at the address they have given.
- Ensuring all contact is in line with the regulatory requirements.
- Making up to 60 phone calls every day to chase up outstanding debts.
- Handling a variety of customer service calls from people of all backgrounds.

Company name - Location

JOB TITLE Employment dates (i.e. Aug 2011 – Jun 2013)

KEY SKILLS AND COMPETENCIES

- Knowledge of compliance procedures within all relevant Financial Services laws.
- Initiating and negotiating final settlements, as necessary, within agreed guidelines.
- Communicating confidently in clearly spoken and written English.
- Comfortable speaking to people about their personal financial issues and problems.
- Able to demonstrate empathy.

ACADEMIC QUALIFICATIONS

Nuneaton University **2008 - 2011**
BSc (Hons) Business Administration

Coventry Central College **2005 - 2008**
A levels:
Maths (A) English (B) Technology (B) Science (C)

REFERENCES – Available on request.



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