

# Skyler Thompson

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(123) 456-7890

Reliable and self-directed Collections Representative with 5 years of experience. Skilled communicator who puts complex financial topics in clear, accessible terms for debtors. Committed to professional integrity and excellence in all endeavors.

## Education

Associate Degree – Accounting  
Minneapolis Community & Technical  
College, Minneapolis, MN

## Key Skills

- Creditor & Debtor Relations
- Data Entry
- Debtor Information Review
- Debtor Location & Identification
- Payment Options Calculation
- Payment Plan Negotiations
- Process Streamlining & Improvement

## Professional Experience

Bill & Account Collector  
TEO Inc., Minneapolis, MN | July 2019 to Present  
[Third-party collection agency.]

- Contact debtors in attempt to recover outstanding balances and set plans for repayment
- Foster positive, productive relationships with all involved parties
- Enter and update available data on debtors' contact information
- Review and summarize creditor-provided data on debtor payment history

### Highlight:

- Ranked #3 on a 35-member team for phone call efficiency

## Collections Representative

TTN Billing Solutions, Minneapolis, MN | July 2017 to July 2019

- Used various skip tracing methods to locate and identify debtors with overdue balances
- Calculated interest and amortization schedules and explained associated payment options to debtors
- Negotiated specific, attainable payment plans with debtors