

# MINA SAYED

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## EDUCATION

### **Bachelor's Degree – Accounting**

University of Syracuse,  
Syracuse, NY

## KEY SKILLS

- Mentoring & Coaching
- Payment Recovery
- Phone, Email & Mail Communications
- Regulatory Compliance
- Reporting & Documentation
- Task Prioritization
- Time Management

Collections Representative with 5 years of experience. Skilled and courteous communicator who treats every individual with respect, dignity, and professionalism. Thorough and organized managing multiple databases and computer systems. Recent demonstrated success in a leadership role mentoring and supporting new hires.

## PROFESSIONAL EXPERIENCE

### **Collections Representative**

TTY Agency, New York, NY | July 2019 to Present  
[Third-party collection agency.]

- Seamlessly manage high volumes of daily email and phone correspondence
- Maintain utmost professionalism engaging with potentially hostile or evasive debtors
- Maintain close adherence to federal and state debt collection laws
- Confirm debtors' identity before beginning a discussion of past-due balances

#### **Highlights:**

- Ranked #6 on a 50-person team for efficient drafting and tailoring standard past-due notices and email messages
- Praised for turning initially hostile or negative debtor interactions into positive collaboration on a viable plan for repayment

### **Bill & Account Collector**

TTO Inc., New York, NY | July 2017 to July 2019

- Maintained detailed documentation of phone interactions to inform later correspondence
- Reported account delinquency to creditors as needed for possible further legal action
- Balanced multiple tasks and priorities in a dynamic work environment
- Worked both evening and weekend shifts as needed
- Paid close attention to debtor concerns and explanations of overdue balances to recommend best payment options and debt counseling resources