

# Sarah Johnson

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Service-oriented Collections Team Lead with 5+ years of experience. Recent highlights include motivating a 6-person team to rank #3 out of 11 for overall account conversion. Focused on helping customers, debtors, and creditors achieve successful outcomes. Committed to continually gaining and applying new finance and business expertise.

## Education

### Bachelor's Degree – Finance

Temple University, Philadelphia, PA

## Key Skills

- Coaching & Mentoring
- Complex Problem-Solving
- Cost Reduction & Elimination
- Efficiency Improvement
- Internal & External Audits
- Operational Streamlining
- Regulatory Compliance
- Staff Training & Development
- Talent Acquisition & Retention
- Team Leadership & Motivation

## Professional Experience

### Collections Team Lead

TZO Billing Solutions, Philadelphia, PA | September 2019 to Present [Third-party collection agency.]

- Motivate and guide staff to clarify each debtor's position and reason for nonpayment, and set an agreed-upon plan forward
- Oversee follow-up efforts with debtors to help proactively address and avoid further repayment challenges
- Promote a courteous communication style treating each individual with respect, dignity, and professionalism across phone and email correspondence
- Address and resolve escalated bill disputes from consumers
- Led team to rank #3 out of 11 for overall success rate converting accounts from "delinquent" to "in repayment" status

### Bill & Account Collector

TFO Agency, Philadelphia, PA | July 2017 to August 2019

- Maintained high efficiency in a fast-paced call center setting
- Demonstrated early leadership ability as a mentor for new hires