

SELENA RAMIREZ

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Collections Team Lead with 5+ years of experience. Focused on finding ways to continually improve organization policies and procedures. Thorough and organized in managing multiple databases and computer systems. Skilled communicator who puts complex financial topics in clear terms for both employees and consumers. Bilingual: Fluent in English and Spanish.

EDUCATION

BACHELOR'S DEGREE – BUSINESS ADMINISTRATION

Boston College, Boston, MA

KEY SKILLS

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

LANGUAGE

- Fluency in Spanish | Basic proficiency in Italian

PROFESSIONAL EXPERIENCE

TEAM LEAD – ACCOUNT COLLECTIONS

TEO Inc., Boston, MA
September 2019 to Present
[Third-party collection agency.]

- Train and guide 15 collections representatives on contacting debtors to recover balances and discuss payment solutions
- Handle escalated bill disputes, turning initially hostile or negative debtor interactions into productive collaboration on a plan for repayment
- Introduced phone call management techniques that improved team efficiency by 11%

COLLECTIONS ASSISTANT

DRP Billing Solutions, Boston, MA
July 2017 to August 2019

- Entered and updated available data on debtors' contact information
- Reviewed and summarized creditor-provided data on debtor payment history