

Yaling Zhang

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Strategic Collections Team Lead with 5+ years of experience. Extensive background training representatives on new collections software, databases, and negotiation methods. Adapt readily to unforeseen work challenges and industry conditions.

Education

Associate Degree – Economics
City College of San Francisco, CA

Key Skills

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

Professional Experience

Collections Team Lead

TTY Agency, San Francisco, CA | September 2019 to Present
[Third-party collection agency.]

- Motivate team to manage high volumes of daily email and phone correspondence effectively
- Monitor and ensure close adherence to federal and state debt collection laws
- Developed new standard past-due notices and email messages that boosted efficiency by 10% and better-aligned team's communications strategy

Collections Representative

KCL Business Services Inc., San Francisco, CA | July 2017 to August 2019

- Praised for high professionalism engaging with (sometimes hostile or evasive) debtors on payment options and solutions to past-due balances