

John Doe
123 Main St.
City, State. 11111
US
555-555-5555
Email: email@email.com

My Purpose: I am seeking a management or higher level position in which my experience and dedication will assist me in continued personal growth. I feel my years of experience, specifically in operations, telephone training, coaching, and quality assurance would add value to the performance of your company. I especially feel my experience with client implementation, operations, telecommuting, outsourcing, and client portfolios make me an asset.

Work History:

ABC Company: 1997 - 2010

Positions held:

Manager of Operational Training -

I developed and presented training for exempt associates while overseeing the operational training for the Customer Service and Collection departments for three call centers. This also included the management of outsourcing. Additionally I continued to be the liaison for client implementation training.

Manager of New Client Implementation -

I worked directly with several clients on the successful launch of outsourcing to ABC Company to ensure the client's security and specifications were met. This also included technical support, testing, and training.

Collections Manager -

I oversaw the operations of the collections department for the areas of Telecommuters and Outsourcing for operations of Aegis in India . My focus was to ensure enhanced associate performance, consistently meet or exceed goals, and ensure all of the client's expectations were met.

ProActive Leasing Supervisor -

I oversaw a staff of telephone sales representatives to ensure all product goals and objectives were met monthly.

Late Stage Collections Supervisor -

I oversaw a staff of telephone collectors to ensure delinquency, repossession, and loss objectives were met.

Early Stage Collections Supervisor -

I oversaw a staff of telephone collectors to ensure delinquency and file penetration objectives were met.

ABC Company: 1987 - 1997

Positions held:

Acquisitions Supervisor -

I was responsible for review and decisions on all applications submitted in the City, State area for all affiliated dealers. Additionally, I oversaw the staff for discounting and booking of all contracts.

Dealer Loan Supervisor -

I was responsible for the monthly review of dealership financial statements for any dealership with outstanding loans to ABC Company.

Wholesale Supervisor -

I was responsible for the ordering, auditing, and reviewing of all automotive products for any dealership that held their floorplan with ABC Company.

Collections/Customer Service Supervisor -

I oversaw a staff to ensure all customer needs were met via branch visits and telephone. Additionally, my staff maintained delinquency, repossession, and loss objectives.

Senior Collector -

I was responsible for the movement of collateral to auction while also ensuring all customer notifications were met within legal guidelines. Additionally I was the representative for all Deficiency Balance and Bankruptcy court hearings.

Collector - I was responsible for a portfolio of accounts to ensure delinquency, repossession, and loss objectives were met.

Customer Service Representative -

I was responsible for a portfolio of accounts to ensure customer's request and needs were met.

Acquisition Clerk -

I was responsible for the data input of all applications, calculating lease payments, reviewing documents, discount, and booking of new contract packages.

Additional information:

While a manager at ABC Company, I had the rewarding opportunity to have served as a Mentor for several associates and Supervisors four consecutive years with Mentor City.