

Jasmine Lee

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SUMMARY

Detail-oriented Collections Specialist with over 5 years of experience in recovering overdue accounts and improving cash flow. Proven track record of reducing the aged receivables by 30% through effective communication and negotiation techniques.

EXPERIENCE

Collections Specialist

Jan 2022 - Present

ABC Financial Services, Los Angeles, CA

- Successfully reduced overdue accounts by 30% within the first year, resulting in an additional \$200,000 in cash flow.
- Implemented a new tracking system that improved follow-up efficiency by 25%, reducing average collection time by 10 days.
- Utilized negotiation skills to settle accounts with a 70% success rate on payment arrangements.

Accounts Receivable Coordinator

Mar 2019 - Dec 2021

XYZ Logistics, San Diego, CA

- Managed a portfolio of over 300 accounts, achieving a 95% collection rate on outstanding invoices.
- Trained and supervised a team of 3 junior staff, enhancing overall team performance and efficiency by 20%.
- Developed a series of best practices for follow-up procedures, leading to a 15% decrease in the number of accounts sent to collections.

Collections Agent

Jun 2017 - Feb 2019

123 Solutions, Los Angeles, CA

- Achieved top performance metrics including a 60% recovery rate on delinquent accounts exceeding 90 days.
- Conducted an audit of collection practices, resulting in a process improvement plan that cut down response time by 30%.
- Exhibited strong conflict resolution skills, maintaining customer relationships while successfully collecting dues.

EDUCATION

Bachelor of Science in Finance

May 2018

University of California, Los Angeles, Los Angeles, CA • GPA: 3.7

SKILLS

Technical Skills: Debt Collection Techniques, Negotiation Skills, Financial Analysis, Customer Relationship Management

Tools & Frameworks: SAP, Oracle Financial Services, Microsoft Excel, CRM Software