



Felix Jennings

Senior Collections Representative

Collections professional with 6 years of experience spanning consumer account recovery, skip tracing with LexisNexis, and payment negotiation across portfolios of up to 390 accounts. Reduced delinquent accounts by 46.8% within 10 months by redesigning outreach cadences and prioritizing high-balance cases in collections management software. Earned top-agent ranking for 8 consecutive quarters across two employers based on dollars recovered and contact-to-resolution ratios.

CONTACT INFORMATION



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Sierra Vista, AZ

KEY SKILLS

- FDCPA Compliance
- Collections Management Software
- LexisNexis
- Excel
- QuickBooks
- Skip Tracing
- Payment Negotiation
- Account Prioritization
- Delinquency Analysis
- Dispute Resolution

PROFESSIONAL EXPERIENCE

2023 - Present

Senior Collections Representative | Tanque Verde Credit Recovery Group, Sierra Vista, AZ

- Reduced delinquent accounts across a 390-account portfolio by 46.8% within 10 months by redesigning outreach cadences and prioritizing high-balance cases in collections management software.
- Improved collection efficiency by 22.03% over 3 quarters by analyzing payment trend data in Excel and adjusting call schedules to reach debtors during peak-response windows.
- Earned top-agent ranking for 5 consecutive quarters based on dollars recovered and contact-to-payment conversion rates.
- Conferred with account holders by telephone to determine reasons for overdue balances and negotiate revised payment terms, averaging 37 debtor conversations per day.
- Located and monitored skip accounts using LexisNexis, resolving current contact information for 14 unreachable debtors per week.

2021 - 2023

Collections Representative | Rincon Creek Financial Solutions LLC, Tucson, AZ

- Raised collection efficiency on assigned consumer accounts by 16.03% over 12 months by implementing a structured follow-up sequence with 3-day, 7-day, and 14-day contact intervals.
- Reduced delinquent accounts in the 60-plus-day aging bucket from 83 to 57 accounts within two quarters by focusing early intervention calls on newly overdue balances.
- Recorded address changes, account status updates, and deceased-customer purges for an average of 46 records per day in collections management software.
- Earned top-agent ranking for 3 consecutive quarters by maintaining the highest contact-to-resolution ratio on a team of 9 representatives.

2020 - 2021

Collections Associate | Sabino Canyon Lending Services, Tucson, AZ

- Contacted overdue account holders by phone and written correspondence, conducting an average of 44 outbound calls per day while documenting each interaction in Excel within 10 minutes of the call.
- Improved personal collection efficiency by 17.04% over 8 months by studying debtor payment histories in QuickBooks and tailoring repayment proposals to each account holder's financial capacity.
- Performed administrative updates for 285 assigned accounts, including payment posting in QuickBooks and mailing address corrections verified through LexisNexis.

EDUCATION

BS, Business Administration

