



Lars Das

Collections Representative

Collections professional with 2 years of experience recovering overdue consumer debt through phone negotiations, written correspondence, and systematic account prioritization. Achieves an overdue account recovery rate of 83.9% by persuading customers to remit payments across a monthly portfolio of 348 accounts, handling an average of 117 inbound calls daily while managing records in collections management software and LexisNexis.



Scottsboro, AL 12345



(256) 555-0118



lars.das@example.com

KEY SKILLS

- FDCPA Compliance
- Collections Management Software
- LexisNexis
- Microsoft Excel
- Skip Tracing
- Payment Negotiation
- Account Prioritization
- Inbound Call Handling
- Correspondence Drafting

PROFESSIONAL EXPERIENCE

COLLECTIONS REPRESENTATIVE | LOOKOUT VALLEY CREDIT SERVICES, SCOTTSBORO, AL 2025 – PRESENT

- Handle an average of 117 inbound calls daily from account holders responding to past-due notices, resolving payment questions and scheduling arrangements within a single contact.
- Manage 348 overdue accounts each month in collections management software, prioritizing balances by age and amount to focus outreach on the highest-value cases.
- Achieve an overdue account recovery rate of 83.9% by persuading customers to remit payments through phone negotiations and written correspondence.
- Sort and file incoming debtor correspondence, process returned mail for 19 accounts per week, and update address records using LexisNexis.

COLLECTIONS ASSOCIATE | PAINT ROCK CREDIT SOLUTIONS LLC, HUNTSVILLE, AL 2024 – 2025

- Contacted delinquent account holders by telephone and mail following established scripts, averaging 93 outbound calls per day across a portfolio of consumer credit accounts.
- Managed 274 accounts monthly in Excel workbooks, logging each contact attempt, payment promise, and outcome within 15 minutes of the call.
- Raised personal overdue account recovery rate from 72.4% to 82.5% over 8 months by refining follow-up timing based on debtor response patterns.

EDUCATION

- BSBA in Finance
University of Alabama in Huntsville, Huntsville, AL | 2020 – 2024