

CLIENT NAME

Address • City, State Zip
Phone • email@email.com

FINANCIAL SERVICES EXECUTIVE

Dedicated financial services director with strong history of fostering loyalty and generating exceptional performance from collections teams. Inspirational manager known for leading by example. Analytical thinker and quick study able to adapt to changing workplace environments by scrutinizing the situation, learning about new processes and technology, then developing innovative ways to help the department reach or exceed its goals. Experienced in Davox, Concerto and Aspect autodialer systems. Superb communicator with international work experience. Six Sigma Greenbelt certified. **Areas of expertise:**

**Employee Management • Incentive Plans • Call Center Technology • Project Management • Leadership
Conflict Resolution • Interpersonal Communications • Autodialer System Management • Motivation
Operation Planning & Analysis • Domestic and Off-Shore Collections • Loss Mitigation • Coaching
Vendor Relations • Front-End / Mid-Range / Back-End Collections • Goal Setting • Delinquency Forecasting**

PROFESSIONAL EXPERIENCE

SANTANDER CONSUMER USA, San Diego, California

Vice President Servicing, 2010

Oversaw 200 employees in front-end, mid-range and back-end collections. Served as Site Leader for San Diego location. Guided staff through corporate acquisition process by adapting to the new office culture through researching and implementing new methods designed to help the department more productive and successful. Met performance targets every month, even during the conversion.

Key Achievement:

- Spearheaded the transition from HSBC to Santander, achieving the best site performance of any of the company's acquired businesses.

HSBC AUTO FINANCE, San Diego, California

Director of Collections, 2007-2010

Led team of three Department Managers, 16 Collection Managers and 185 non-exempt collection representatives. Performed budgeting and payroll duties, developed capacity plans, forecasts and incentive pools. Served as company expert on proprietary coaching. Collaborated with other departments to ensure all customers received immediate and exceptional service.

Key Achievements:

- Increased loss mitigation production by 25% YOY.
- Created a mentorship programs for high-potential collection managers greatly improving corporate succession planning and key employee retention.
- Drove positive delinquency performance, generating an average 34% increased revenue YOY.

Department Manager, Collections Operations, 2005 – 2007

Managed up to seven exempt direct reports and 120 non-exempt reports. Supervised the operational execution and delinquency performance of domestic and off-shore mid-range collections. Developed advanced collection strategies and employee incentive programs. Coached and motivated staff on expanding their leadership abilities.

Key Achievements:

- Developed and implemented a disaster recovery platform, saving \$2B per year in lost production.
- Integrated the \$1M Best Time to Call software program with the company's large existing host system without incident.
- Oversaw global business partners' performance and process improvement initiatives, expanding corporate reach to 5 different countries.

Continued...

HSBC AUTO FINANCE, Continued...

Department Manager, Information Systems Operations, Call Center Technology Group, 2002 – 2005

Supervised 900 lines (in-bound and out-bound) of four dialer systems at four separate locations while managing the Call Center Technology Group's overall strategy and execution. Directed vendor relations. Oversaw project management of large-scale dialer installations, Austin Logistics, mainframe system conversion, Aspect 6.0 conversion, dialer platform conversion, off-shore dialing, VRU enhancements, disaster recovery and business continuity planning.

Key Achievements:

- Collaborated with risk management and MIS teams to troubleshoot possible scenarios and develop solutions before problems arose.
- Reduced workforce 28% while maintaining quality of services.

GE CONSUMER FINANCE, San Diego, California

Dialer Manager, 2000 – 2002

Administered 2K seats at 17 dialers in seven different locations and managed 35 dialer operation supervisors. Met 100% of the daily global workload of completion and operational execution. Ensured all dialer process goals were met and stayed within control limits. Served as expert on dialer operations and the effective use of current technology.

Key Achievements:

- Selected for a 6-month assignment in Prague, Czech Republic, to install an autodialer and create an incentive program for Prague's newly automated location.
- Designed and implemented dialer operation initiatives, resulting in improved staff performance.
- Upgraded two domestic dialers to Davox 7.0, streamlining workflow, reducing errors and lowering training time by 30%.

PRIOR EXPERIENCE

GE CONSUMER FINANCE, San Diego, California

Portfolio Control Manager, Early Stage, Late Stage and Special Processes

Supervisor, SAM'S Club, Payless, Levitz and Specialty Retail Finance Group

Manual Collection Controller

Collection Coordinator, Inbound Call Center

EDUCATION

BACHELOR OF ARTS DEGREE in Business Management

MALONE COLLEGE, Canton, Ohio

PROFESSIONAL AFFILIATIONS

Association for Financial Professionals

National Association of Personal Financial Advisors

Financial Management Association International
