

Andrena Maymi

Collection Manager

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📍 1234 Elm Street, Trenton, NJ 08618

EDUCATION

**Bachelor of Business
Administration in Finance or
Accounting at Rutgers Business
School, Newark, NJ**

Aug 2017 - May 2021
Relevant Coursework: Financial Accounting, Managerial Accounting, Corporate Finance, Financial Statement Analysis, Cost Accounting, Taxation, Auditing, Financial Management, Investment Analysis, and Risk Management.

LINKS

[linkedin.com/in/andrenamaymi](https://www.linkedin.com/in/andrenamaymi)

SKILLS

Cataloging
Archiving
Digitization
Metadata management
Preservation techniques
CollectionSpace proficiency
Omeka expertise

LANGUAGES

English
German

HOBBIES

Collecting vintage memorabilia

PROFILE

Results-driven Collection Manager with 2 years of experience in debt recovery and customer relationship management. Proficient in tracking delinquent accounts, negotiating payment plans, and maximizing recovery efforts while maintaining compliance with industry regulations. Demonstrates strong analytical and problem-solving skills to optimize collection strategies, reduce bad debt, and improve overall financial performance. Excellent communication abilities coupled with a customer-centric approach to ensure a positive experience for both clients and debtors.

EMPLOYMENT HISTORY

- **Collection Manager at Recovery Solutions Group, NJ**
Apr 2023 - Present
 - Successfully increased the overall collection rate by 25% within the first year of employment, significantly improving the company's revenue and cash flow at Recovery Solutions Group, NJ.
 - Implemented a new collections strategy that resulted in a 15% reduction in average days outstanding for overdue accounts, ensuring faster recovery of funds and improved customer relationships.
 - Trained and mentored a team of 10 collection agents, achieving a 30% increase in individual agent performance and contributing to the overall growth and success of the department.
- **Assistant Collection Manager at Financial Recovery Services, NJ**
Sep 2021 - Mar 2023
 - Successfully reduced average collection time by 25% over a one-year period, resulting in a significant increase in cash flow for the company and improved client satisfaction.
 - Implemented an automated system for tracking and managing overdue accounts, leading to a 30% reduction in outstanding debts and improving overall efficiency in the collections department.
 - Negotiated payment plans with over 100 delinquent clients, recovering more than \$500,000 in outstanding debt while maintaining positive relationships with clients.
 - Trained and supervised a team of 10 collection agents, contributing to a 15% increase in overall collections performance and boosting department morale.

CERTIFICATES

Certified Credit and Collection Professional (CCCP)
Jul 2021

Certified Receivables Compliance Professional (CRCP)
Feb 2020

MEMBERSHIPS

Association for Information and Image Management (AIIM)