

Terasa Acacio

Collections Agent

✉ terasa.acacio@gmail.com

☎ (183) 835-3870

📍 123 Maple St, Wichita, KS
67202

Education

**Associate of Applied Science
in Business Administration
with a focus on Collections
Management at Johnson
County Community College,
Overland Park, KS**

Aug 2018 - May 2022

Relevant Coursework: Business
Communications, Financial
Accounting, Business Law,
Principles of Management,
Collections Management,
Organizational Behavior,
Marketing, Human Resource
Management, and Economics.

Links

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

Skills

Negotiation

Empathy

Assertiveness

Time-management

Conflict-resolution

Active-listening

Problem-solving

Languages

English

Urdu

Profile

Results-oriented Collections Agent with 1 year of experience in managing overdue accounts and ensuring timely payments. Demonstrated expertise in negotiating payment arrangements, maintaining accurate records, and fostering positive customer relationships. Proven ability to meet targets while adhering to regulatory guidelines and maintaining a high level of professionalism. Committed to enhancing the customer experience and supporting business objectives through effective debt recovery strategies.

Employment History

Collections Agent at Central Portfolio Control, KS

May 2023 - Present

- Successfully collected over \$1 million in outstanding debts within a year, surpassing the annual target by 25% and contributing significantly to the company's revenue.
- Streamlined the collections process by implementing an improved communication strategy, resulting in a 30% increase in successful debt resolutions and a 20% reduction in average time spent on each case.
- Consistently maintained a top performer status within the team, achieving a monthly collection rate of 150% of the assigned target for 12 consecutive months and receiving recognition from management for outstanding performance.

Collections Specialist at Radius Global Solutions, KS

Aug 2022 - Mar 2023

- Successfully recovered \$1.2 million in outstanding debt for Radius Global Solutions within a year, surpassing the target recovery rate by 15%.
- Implemented a new collections strategy that increased the overall efficiency of the team by 25%, resulting in the early resolution of 300+ delinquent accounts.
- Developed and conducted training sessions for 20 new hires, which led to a 30% improvement in their collections performance within the first three months of employment.
- Collaborated with the IT department to enhance the collections software, resulting in a 20% reduction in manual processes and a 10% increase in successful contact rates with debtors.

Certificates

Certified Credit and Collection Compliance Officer (CCCO)

Jul 2021

Certified Receivables Compliance Professional (CRCP)

Oct 2019

Memberships