

Kasia Jastrab

Collections Specialist

Profile

Diligent Collections Specialist with 1 year of experience in successfully managing and recovering outstanding debts. Adept at analyzing account data, negotiating payment plans, and maintaining strong client relationships. Demonstrated proficiency in relevant software and a keen ability to work in a fast-paced environment. Highly skilled at customer service, problem-solving, and communication to ensure efficient and effective debt resolution.

Employment History

Collections Specialist at Midwest Collection Services, IL

Feb 2023 - Present

- Successfully recovered over \$1.5 million in outstanding debt within a fiscal year, surpassing the company's annual target by 20% and contributing significantly to Midwest Collection Services' overall revenue.
- Implemented an improved client communication strategy that increased contact success rate by 35%, enabling more efficient negotiations and leading to faster debt resolution for both clients and the company.
- Conducted comprehensive training sessions for a team of 10 new Collections Specialists, resulting in a 25% increase in their productivity within the first three months and enhancing the overall performance of the department.

Collections Associate at Rausch, Sturm, Israel, Enerson & Hornik, LLC, IL

Jul 2022 - Dec 2022

- Successfully reduced the average days in collections by 30% within the first year, significantly improving the company's cash flow and reducing outstanding receivables.
- Achieved a 25% increase in total collections for the firm in 2019, resulting in an additional \$1.5 million in revenue.
- Implemented a new automated collections system that improved efficiency by 40% and allowed the team to handle a 20% higher volume of accounts.
- Negotiated and settled over 500 delinquent accounts in 2020, saving the firm over \$2 million in potential legal fees and write-offs.

Certificates

Certified Credit and Collection Specialist (CCCS)

Feb 2022

Certified Consumer Debt Specialist (CCDS)

Nov 2020

✉ kasia.jastrab@gmail.com

☎ (103) 753-4519

📍 123 Oak Street, Springfield, IL 62704

Education

Associate of Applied Science in Accounting and Finance at College of DuPage, Glen Ellyn, IL

Aug 2017 - May 2022

Relevant Coursework: Financial Accounting, Managerial Accounting, Business Law, Taxation, Finance, Financial Analysis, Auditing, Cost Accounting, Economics, and Business Communications.

Links

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

Skills

Negotiation

Time-management

Analytical

Communication

Empathy

Organization

Conflict-resolution

Languages

English

Spanish