

# Olivya Berck

Credit Counselor

## Profile

Dedicated Credit Counselor with 1 year of experience in providing effective financial guidance and solutions to clients. Proficient in credit analysis, debt management, and budget planning. Demonstrates excellent communication and interpersonal skills, committed to helping clients improve their financial situations and achieve their goals.

## Employment History

### Senior Credit Counselor at Consumer Credit Counseling Service, NV

Feb 2023 - Present

- Successfully reduced clients' total debt by 30% on average, negotiating with over 100 creditors to reach favorable repayment terms and lower interest rates for clients.
- Achieved a 90% client satisfaction rate, based on post-counseling surveys, by providing personalized financial guidance and support to over 300 clients in a year.
- Developed and implemented an effective financial education program, resulting in a 25% increase in clients' credit scores within six months of completion.
- Streamlined the credit counseling process by introducing digital tools and resources, reducing the average session time by 20% and increasing overall client capacity by 15%.

### Credit Counselor at Take Charge America, NV

Aug 2022 - Dec 2022

- Successfully managed a portfolio of over 500 clients, reducing their overall debt by 35% on average and helping them achieve financial stability.
- Implemented a new financial education program for clients, resulting in a 25% increase in client financial literacy scores and a 20% decrease in repeat counseling cases.
- Negotiated with creditors to settle over \$2 million in outstanding debt for clients, securing an average reduction of 45% on their outstanding balances.
- Streamlined the credit counseling process by implementing a new client management software, leading to a 15% increase in efficiency and a 10% reduction in case resolution time.

## Certificates

### National Foundation for Credit Counseling (NFCC) Certified Credit Counselor

Oct 2021

✉ [olivya.berck@gmail.com](mailto:olivya.berck@gmail.com)

☎ (669) 718-3124

📍 1234 Sierra Vista Drive, Las Vegas, NV 89101

## Education

### Bachelor of Science in Finance and Credit Management at University of Nevada, Las Vegas

Sep 2017 - May 2022

Relevant Coursework: Financial Accounting, Managerial Accounting, Corporate Finance, Investment Analysis, Financial Markets, Credit Analysis, Risk Management, Financial Statement Analysis, International Finance, and Banking Operations.

## Links

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

## Skills

Budgeting

Debt management

Negotiation

Financial analysis

Credit repair

Bankruptcy counseling

Consumer education

## Languages

English

Dutch