


Jeanann Myrand

Debt Collector

Detail-oriented Debt Collector with 1 year of experience in managing account receivables and maximizing debt recovery for clients. Proficient in negotiation, conflict resolution, and maintaining compliance with industry regulations. Adept at utilizing effective communication skills to build strong relationships with debtors to achieve successful payment plans and resolve delinquencies. Demonstrated ability to meet and exceed collection targets while maintaining a professional and empathetic approach.

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1234 Magnolia St, Baton Rouge,
LA 70806, US 

Education

**Associate of Applied Science
in Business Administration
with a focus on Debt
Collection at Louisiana State
University, Baton Rouge, LA**
Sep 2018 - May 2022

Relevant Coursework: Debt
Collection Strategies, Financial
Accounting, Business Law,
Principles of Management,
Business Ethics, Customer
Service, and Conflict
Resolution.

Links

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

Skills



Employment History

Debt Collector at CollectCorp Inc., LA

Apr 2023 - Present

- Successfully recovered over \$500,000 in outstanding debts for clients within a single quarter, exceeding company targets by 25%.
- Implemented new negotiation strategies that led to a 30% increase in successful debt resolutions, resulting in improved client satisfaction and repeat business.
- Maintained a 95% customer satisfaction rating through consistently professional and empathetic communications, contributing to the company's positive reputation within the industry.

Collections Specialist at Credit Bureau of Baton Rouge, LA

Sep 2022 - Mar 2023

- Successfully reduced the outstanding receivables by 35% within a year, resulting in the recovery of over \$1.5 million in delinquent debts for Credit Bureau of Baton Rouge.
- Implemented an efficient collections strategy, which led to a 25% increase in the number of successful payment arrangements with clients, improving cash flow and reducing bad debt expenses.
- Trained and mentored a team of 5 junior collections specialists, leading to a 20% improvement in overall team performance and contributing to the achievement of departmental goals.

Certificates

Certified Credit and Collection Professional (CCCP)

Aug 2021

Certified Receivables Compliance Professional (CRCP)

May 2020

Memberships

**Association of Credit and Collection Professionals (ACA
International)**

International Association of Commercial Collectors (IACC)