

Collections Rep Cover Letter

7567 Micha FieldDimpletown, FL 07624

Dear Tatum Turner,

I am excited to be applying for the position of collections rep. Please accept this letter and the attached resume as my interest in this position.

In the previous role, I was responsible for expert assistance on collection-related reporting to support collection maintenance projects throughout the system.

My experience is an excellent fit for the list of requirements in this job:

- Participate actively in monthly continuous improvement training sessions, to assure that appropriate collections calling techniques are developed to respond to new and difficult calling situations
- Respond to cardholder inquiries utilizing FDR system to provide general information on cardholder's Visa and MasterCard accounts while controlling and managing the calls
- Process address changes received from FDR regional payment processing locations
- Provide cardholder information on methods for resolution of merchant errors and disputes and on methods to process matters of credit and collection affecting their account
- May serve as a back-up as a Contact Center Representative, as needed
- Comply with legal requirements applicable to collections or teleservice calls, including the Federal Fair Debt Collections Practices Act
- Familiar with established repossession and FDCPA policy/procedures
- Epic and/or FACS knowledge

Thank you for considering me to become a member of your team.

Sincerely,

Avery Schmitt