

Edyth Ahrns

Loan Collections Officer

Profile

I am a Loan Collections Officer with over 3 years of experience in the industry. I have worked extensively with clients to collect on past due loans and other debts. I have also provided customer service and support to clients during this process. My work has included developing payment plans, negotiating settlements, and providing legal documentation for collections cases. In addition, I have developed strong relationships with many different law firms and collection agencies in order to provide the best possible outcome for my clients.

Employment History

Loan Collections Officer at American Recovery Service, IA

Mar 2022 - Present

- Negotiated payment plans with customers which resulted in \$100,000 worth of loans being paid off within 6 months.
- Made over 500 phone calls to delinquent customers and recovered \$30,000 in unpaid loan payments.
- Reviewed customer accounts and updated account information as needed.
- Processed customer requests for extension or deferment of loan payments.
- Worked with team members to develop new collections strategies which increased collection rate by 3%.

Loan Collections Specialist at Creditors Interchange, IA

Aug 2019 - Jan 2022

- Negotiated and collected on \$1.2 million in past-due consumer loans.
- Recovered \$600,000 in delinquent auto loans through skip tracing and phone calls.
- Consistently met monthly collection targets, averaging \$150,000 per month.
- Negotiated payment plans with 500+ borrowers.
- Successfully completed FDCPA training.

Education

High School Diploma at Iowa City High School, Iowa City, IA

Aug 2015 - May 2019

I've learned how to manage my time, how to study for exams, and how to do research.

Certificates

Certified Debt Collection Professional (CDCP)

Feb 2021

Certified Credit and Collections Specialist (CCCS)

Mar 2019

Details

edyth.ahrns@gmail.com

(453) 112-6112


1298 Washington St, Iowa City, IA
52240

Links

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

Skills

Communication




Interpersonal skills



Organizational skills




Time management




Negotiation skills



Persuasion



Conflict resolution



Languages

English



Japanese



Hobbies

Organizing and cleaning

Listening to music

Watching television