

Linda Riley

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SUMMARY

A self motivated individual possessing strong people skills, excellent written and verbal communications abilities, excellent organizational skills, detailed oriented, resourceful and analytical. A community minded individual with the ability to balance civic duties while maintaining high quality career responsibilities.

SUMMARY OF PROFESSIONAL QUALIFICATIONS

- **Experienced manager and Corporate classroom instructor and on-the-job coach**
- **Extensive background in Collections, fraud investigations, auditing, accounting, skip tracing, customer service**
- **Debt settlement negotiations and consolidation**
- **Experienced Federal tax preparation, collections and compliance**
- **Experienced in banking - credit cards, auto loans and fraud claims**
- **Experienced in dispatching emergency and non-emergency calls**

PROFESSIONAL AND PERSONAL ACCOMPLISHMENTS

- **Superior achievement awards and employee of the month**
- **IRS training task force in Washington DC representing southwest region**
- **Appeared in the original publication of Notable Women of Texas - Who's Who of Texas**
- **Chairperson to several committees for safety, church, and high school reunion**
- **Newsletter editor to local Toastmaster International Organization and local Embroiders Guild**
- **Youth ministry volunteer counselor / sponsor**
- **Big sister in Big Brothers / Big Sisters organization**

PROFESSIONAL EXPERIENCE

**JP Morgan Chase Bank
Claims Analyst**

in call center environment, initiate fraud/non fraud claims for customers on their debit cards and checking account. knowledge of claims & bank procedures is required. research missing payments, contact 3rd parties to dispute debit transactions for the customers

**Debt Relief of America and
US Credit Management Inc
Negotiator**

Manage client's accounts & escrow in attempt to settle debt with their non-secured creditors. Negotiate with creditors for lowest settlement of debt as possible. Managed own workload.

**Citigroup Financial
Account Representative**

Worked in call center with inbound & outbound calls. Collect payments for past due auto loans and credit cards. Negotiate payment arrangements for past due accounts and bring customer into compliance