

SW353 – Director of Collections and Credit

Solid background of 28 years in credit, collections and customer service pertaining to the consumer loan industry. Leadership roles range to Director and VP leadership roles. Operational experience in statewide multiple branch environments and centralized call center operations. Accustomed to a fast-paced, changing environment, creating high energy atmospheres, and doing so while exceeding results.

Areas of expertise:

- Indirect Auto
- Automobile Leasing
- Captive Auto Finance
- Auto Dealer Floor Planning
- Non-Conforming Mortgage
- Startup of Centralized Operations for Collections and Underwriting
- Dialer Knowledge and implementation
- Insurance tracking processes
- GAP and CPI insurance products
- Repossession and Remarketing
- Bad Debt Recovery
- Training and Culture Change
- Metrics reporting and Accountability Trending