

# Keith LeRoy Hayes Jr.



## Purpose

To bring my wealth of collections experience and infuse the company with my energy, coaching, analytical, and tactical approach to help achieve the company's direction.

## Skills and Expertise

- eAGLE, CLS, Collection Master, WinDebt, Latitude, CUBS
- LiveVox, TouchStar Predictive Dialer, TLO, CBC Innovis, Lexis/Accurint
- Microsoft Office, Google Chrome, Mozilla Firefox, Internet Explorer
- Windows '97 through Windows 10 Beam, Q-Law

## Experience

### **LCS Financial Centennial, CO**

#### **June 2018 - June 2020 Collector**

- Learned mortgage aspect of business, and quickly excelled at collecting mortgages.
- Fully compliant and 100% Quality scores on a monthly basis.
- Routinely eclipsed monthly collection budget.
- #1 Collector on Sallie Mae, LoanMe and Loan Depot purchased portfolio's
- Meticulously skipped traced customers, located them and collected balance owed.
- Assisted in initial rollout of Toyota portfolio, collected past due deficiency balances.
- Trained and educated new hires on Beam and Call Quality.
- Advised on different contests and opportunities for team building.

**Scott Lowery Law Office, P.C.  
Greenwood Village, CO**

January 2012 - January 2016 Assistant Collection Manager

- Adhere to all FDCPA and state guidelines while exceeding company expectations
- Consistently excelled at liquidations, monitoring, and accounts worked on monthly reviews
- Locate customers with in-depth skip-trace techniques
- Constant leader on the floor with energetic and motivational exuberance

**Machol & Johannes Law Office  
Denver, CO**

March 2010 - September 2011 Post Judgment Collector

- Located current bank and employment information on consumers for levy and garnishment
- Negotiated stipulated judgments and other resolution on credit card and deficiency balances
- Stayed well within federal and state guidelines

**First Revenue Assurance  
Denver, CO**

January 2008 - February 2010 Collection Manager

- Managed a team of 12 collectors
- Maintained company expectations for liquidations on telco paper
- Competed against 10 other companies on market share increases monthly
- Consistently ranked #1 nationally on Nextel portfolio

August 2002 - December 2007 Collector

- Consistently top collector in the office
- Maintained a desk of approximately one thousand files
- Located consumers and contacted consumers using all available resources

**References Available Upon Request**