

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