

Michael Shealey

Experienced Debt Collector Proficient in Maximizing Collection Rates and Minimizing Delinquency

Mint Hill, NC 28227

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Results-oriented professional with 4+ years of experience in bill collections and customer service. Proven track record in debt recovery, client relationship management, and achieving collection targets. Seeking to leverage expertise in a dynamic organization to drive operational efficiency and customer satisfaction

Willing to relocate: Anywhere

Authorized to work in the US for any employer

Work Experience

Assistant Manager

Sam's Xpress Car Wash-Matthews, NC

May 2024 to Present

- Coordinated with senior management to develop and implement strategic plans to increase sales, improve customer satisfaction, and reduce costs
- Conducted regular quality control checks to ensure high standards of cleanliness and customer satisfaction
- Implemented process improvements to increase efficiency, reduce waste, and improve employee productivity
- Assisted with recruiting, training, and developing staff members to ensure a well-trained and motivated team
- Maintained accurate records of sales, inventory, and employee performance to inform business decisions
- Built strong relationships with customers to drive loyalty and repeat business
- Provided exceptional customer service by responding promptly to customer concerns and resolving issues in a professional and courteous manner
- Managed daily operations, including scheduling, inventory management, and facilities maintenance

Janitorial Franchisee

Jan-pro cleaning systems-Charlotte, NC

June 2015 to March 2024

- Cleaning and disinfecting surfaces using certified chemicals
- Vacuuming common areas
- Mopping bathroom and other floors
- Dusting
- Refilling dispensers

- Cleaning windows
- Ensuring front entrance is cleaned and secured
- Following up with customers to ensure quality service

Debt Collector/Customer Service

Windstream/ Lexcom Communications-Charlotte, NC
July 2020 to May 2023

- Identifying delinquent accounts
- Contacting debtors by phone or mail
- Setting up payment plans
- Negotiating payment arrangements
- Following up on payment arrangements
- Reviewing and maintaining customer information
- Creating financial reports
- Making outbound calls

Sales Representative

Red ventures marketing-Indian Land, SC
April 2014 to January 2020

- Cold calling new customers who might be interested in switching internet services
- Keeping a detailed record of leads
- Calling established clients making sure they are still satisfied with the service
- Going to sales meetings and learning new ways to lure in new customers
- Closing sales

Technical Support Specialist

Microsoft-Miami, FL
January 2010 to September 2012

- Responded to customer inquiries and resolved technical issues via phone, email, and chat
- Troubleshoot and resolved complex software and hardware issues using various diagnostic tools and technologies
- Collaborated with internal teams, including Engineering, QA, and Operations, to resolve escalated issues and implement process improvements
- Developed and maintained knowledge base articles, tutorials, and other documentation to support customer self-service
- Conducted root cause analysis to identify and document recurring issues, recommending solutions to prevent future occurrences
- Participated in training sessions and knowledge-sharing initiatives to stay current with new products, technologies, and processes
- Demonstrated strong problem-solving skills, analytical thinking, and effective communication to ensure customer satisfaction and loyalty

Education

Business administration

Central piedmont community college

January 2018 to December 2018

Associate's degree in Technical Business Administration

Central piedmont community college

January 2009 to December 2012

High school diploma or GED in General Studies

Dore academy

Skills

- Fabrication
- Maintenance
- Blueprint Reading
- Mechanical Knowledge
- Landscape Maintenance
- Assembly
- Custodial Experience
- CRM Software
- Microsoft Office
- Management
- Quality Assurance
- Construction
- Business Development
- Microsoft Powerpoint
- Automotive Repair
- Customer service
- Sales
- Cooking
- Customer service
- Supervising experience
- Hospitality
- Typing
- Inside sales
- Cold calling
- Data analysis skills
- Forklift
- Welding

- Hotel experience
- Guest relations
- Leadership
- Social media management
- Driving
- Floor care
- Cleaning
- Custodial experience
- Catering
- Merchandising
- Cash handling
- Gym
- Mac OS
- Manufacturing
- Baking

Certifications and Licenses

Welding Certification

CPR Certification

Forklift Certification

Certified Dental Assistant

ServSafe

Pallet Jack Certification

Driver's License

Present

First Aid Certification

Present

OSHA 30

Motorcycle License

CompTIA A+

CompTIA Network+

CompTIA Security+