**[Collections Specialist Team Lead](https://www.postjobfree.com/resume/ad1bm0/collections-specialist-team-houston-tx)**

**Location:**Houston, TX

**Posted:**November 20, 2023

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**Resume:**

Kaela Janszen

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Seeking an opportunity for growth to utilize my prior and new skills in a dynamic and challenging environment.

Authorized to work in the US for any employer

Work Experience

Collections Specialist/Team Lead

Eastern Accounts - Houston, TX

December 2022 to September 2023

• Successfully trained collections specialists to improve negotiation with communication skills leading to higher collection success rates improving metrics and expanding goals by over the percentage needed.

• Recognized as top effective negotiating collections specialist maintaining a high amount of inbound calls with a sense of urgency.

• Identify and recommend process improvements for delinquent account collection, resulting in increased efficiency and reduced turnaround time.

• Supervised 4 major projects per month completing 96% of them at least one week ahead of schedule. Assistant General Manager/Bartender

Moon Rabbit - Houston, TX

February 2022 to December 2022

• Constructed sales and beverage cost of sales, labor costs and measured ongoing performance against KPIs and budget reducing waste.

• Trained trained a staff of 15+ staff resulting in an increase in productivity and efficiency by 60%.

• Innovated and executed marketing strategies and loyalty programs resulting increase in customer base.

• Increased sales revenue by a significant amount in the first half of the year. Mixologist/Trainer

Heights bier garden - Houston, TX

March 2021 to April 2022

• Reduced inventory loss by managing our beverage inventory with beverage management software and Microsoft platforms.

• Accomplished a comprehensive training program for bartenders, including in-depth knowledge of mixology techniques and cocktail recipes.

• Sustain relationships with local breweries and distilleries to source unique and high-quality ingredients for craft cocktails.

• Lead the development of menu strategy to optimize profitability and drive sales of cocktails and craft beers increasing social media marketing.

Transaction Coordinator/Administrative Assistant

Catalyst Funding - Houston, TX

January 2020 to May 2021

• Built and successfully maintained contracts for a team of agents by completing 15-40 transactions helping the team achieve yearly goals by 75 percent and deducing hours of agent time per transaction on average.

• Manage Google sheets and databases to track, analyze, and report on performance and sales data.

• Scheduled inspections and followed up on loan approvals, confirm and verify appraisal has been ordered.

• Using my multi tasking skills, I answered multiple phone calls and scheduled multiple appointments increasing contracts.

Supervisor/Lead Sales

Victoria's Secret - Friendswood, TX

February 2014 to January 2020

• Awarded top seller for a few consecutive years achieving sales over $3500 a month.

• Developed and coordinated sales objectives, strategies, advertising, and promotions ensuring their execution and synchronization to corporate goals.

• Exceeded store goals throughout the year supervising segment goals.

• Lead aspects of retail operations such as merchandising, sales, customer service, inventory, scheduling, and floor sets.

Copy and Print Supervisor

Office Depot - Webster, TX

July 2011 to February 2014

• Manage and track inventory of printing supplies and materials to ensure adequate stock levels.

• Collaborate with sales team to identify opportunities for upselling and cross-selling print services to customers.

• Train and mentor new copy and print team members to ensure they have the necessary skills and knowledge to provide excellent customer service and produce high-quality print materials. Kindergarten Teacher

League City Elementary - League City, TX

August 2008 to June 2011

• Collaborate with other kindergarten teachers to develop and implement a cohesive curriculum that addresses the specific needs and interests of the students at League City Elementary.

• Implement strategies to foster a positive learning environment and promote social-emotional development in young children.

• Develop and maintain positive relationships with parents and guardians through regular communication and parent-teacher conferences to keep them informed about their child’s progress and address any concerns or questions they may have.

• Engage students in hands-on learning activities that promote creativity and critical thinking skills. Education

High school diploma

Clear Creek High School - League City, TX

August 2008 to June 2011

Skills

• •Recognized for top lead sales and supervisor performance. •Time management. •Microsoft platforms •60 WPM typing speed. •Google workspace •Verbal and written communication skills

•digital marketing •analysis skills

• Management

• Sales

• Retail management

• POS

• Retail sales

• Merchandising

Certifications and Licenses

UX Design

April 2023 to Present

GOOGLE UX design certificate.

• UX research

• Wire framing

• Adobe XD

• Figma (Software)

• Prototyping

• Google

AWS Certified Data Analytics – Specialty

July 2023 to Present

Using a range of tools, technologies, and processes used to find data trends and solve problems by using data and solve problems by using data.