

# ALEXIS MURRAY

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## OBJECTIVE

Exceptional client relations specialist seeking an opportunity to utilize strong communication, organization, management and problem-solving skills. Seeking a position as an account manager with a thriving company.

## EXPERIENCE

**09/15/2014-11/1/2018**

### **LATE STAGE/LOSS ACCOUNT MANAGER, SANTANDER CONSUMER USA**

- Review and monitor loans and small balance queues on a daily basis.
- Properly document all account activity in the computer system.
- Assist customers with requests, questions and problems regarding any pending settlements.
- Initiate contact with customers or agencies to negotiate payments or to satisfy any deficiency balances.
- Resolve customer delinquency by coming up with cure plans.
- Prevent losses and establishing guidelines for assigned job duties.
- Offer or recommend settlements as circumstances warrant.
- Upon settlement, send manual updates to reflect settlements on customer credit reports.
- Negotiate payments to cure delinquency in collateral.
- Handle incoming calls related to collateral recovery issues.
- Make outbound calls utilizing the dialer on skip accounts
- Handle incoming calls related to Bankruptcy customers with Collateral -  
Handle incoming calls related to uncollectible accounts.

**01/01/2009 - 09/01/2014**

### **CUSTOMER SERVICE REP, OPTUM RX**

- Provide excellent customer service
- Constantly meet established productivity, schedule adherence, and quality standards
- Respond to complex customer calls
- Resolve customer service inquiries which could include:

- **Benefit and Eligibility information**
- **Billing and Payment issues**
- **Customer material requests**
- **Physician assignments**
- **Authorization for treatment**
- **Providing Explanation of Benefits (EOB) for customers.**
- **Process client correspondences**

## **EDUCATION**

### **EAST HIGH SCHOOL, 1996-2000**

## **SKILLS**

- **Great Communication Skills.**
- **Adapt to change proficiently and quickly.**
- **Very organized.**
- **Great problem-solving techniques.**
- **Strong knowledge of Excel, creating spreadsheets.**
- **Accurately type up to 50 wpm.**
- **Able to interact with individuals professionally at all times.**

## **ACTIVITIES**

**I do a lot of volunteer work with different organizations. I enjoy reading, listening to music, working with children and spending time with family in my free time.**

## **REFERENCES**

- **Roberta L Williams 720-225-8768**
- **Geffrey Quintana 214-705-2712**
- **Brian Wall 720-404-3489**