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OBJECTIVE : To obtain a position as a customer service call center executive where my strong management skills, high energy level, and my experience in resolving customer concerns will be a benefit to a corporation.

Education: El Centro Junior College, Dallas ,
Texas Major: Political Science; attended one year
(Plan to continue working toward a Law Degree
)Waxahachie High School, Waxahachie , Texas
Graduated 1988

Experience: 04/09 – Present TVELO , INC , Dallas , Texas Owner of my own worldwide internet business which utilizes my excellent management skills in order to research certain products through enhanced marketing techniques online both here and abroad through my various merchant contacts.

*List items accurately according to item description, color, size and condition with descriptive photos detailing all aspects of the item that I have listed.

*Provide excellent world class customer service in order to ensure that all questions and concerns are answered in a timely manner in order to assist giving the customer peace of mind so that they are more knowledgeable of the product at hand. This is a key component in the product education on behalf of the customer.

*Provide fast, and accurate, as well as low cost shipping through various shipping providers such as FedEx, UPS, DHL, and USPS.

*Manage assets between websites in order to redirect to purchases of new inventory to be re-sold through one of my various websites.

1 /07 – 11/08 Credit Solutions of America , Richardson ,
Texas

*Recruited initially as an Assistant Manager to engage and manage settlement consultants,

negotiate creditor offers, conduct daily meetings with supervisors to ensure daily compliance, scripting, maintain accurate noting, and assist the team towards exceeding debt settlement goals of 10 million in monthly revenue while holding partial responsibility for P&L. Collaborated with Human Resources regarding EEOC/TWC policies, exceptional candidate selection, interviewing, training and scheduling.

*Direct all operations of the 30 million per month business with domestic and international sales and settlements throughout the US and Costa Rica. Engage, direct and manage a team of 96

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settlement consultants, 22 authentication associates, 10 sales prodigies, 3 assistant managers and 4 managers, while holding full responsibility for P&L.

*Additional scope of responsibility included organizing and executing workshops and training modules for new hire and veteran consultants and managers.

04/02 – 1/07 FSB Financial , Arlin g ton ,
Texas

*Loss Prevention/Charge-off Manager *Promoted from loan servicing after first 90 days of employment *Create Skip Trace department from ground level *Assist loan servicing department in the resolution of delinquent loans in excess of 30 days past due through negotiation And recovery of automobiles *Maintain 70% resolution rate up to date *Handle the collection/resolution of charged-off accounts *Introduce new recovery agents, info, and brokers to FSB financial *Utilize all internet tools; Merlin Flat Rate, Quick Info, Public Data and also Fast Data *Manage a team of two Skip Tracers and one Charge-off Collector. *Review Employee's performance on a monthly basis for bonus incentives

06/99 – 04/02 Arcadia Financial Bedford , Texas *Resolved delinquency of loans, from 30-160 days past due *Promoted to lead six months into employment *Consistency throughout tenure with Arcadia *Top 3 producers out of 75 in office (rankings upon request) *Obtained individual and group delinquency goal for 36 months straight *Assisted team manager in daily duties

02/98 – 06/99 Auto One Acceptance Corporation Dallas Texas *30/60 Day Collector *Make collections on accounts that are 30+ and 60+ days delinquent *Handle charge-offs, repossessions, and insurance *Exceeded departmental record with highest clearing ratio in company history

12/96 – 02/98 GC/GMAC Asset Mana g ement Group , Dallas , Texas Unit Manager - Collections Supervised 15-30 account representatives Monitored and solved problems

on the collection floor Performed system reviews and quality assurance monitoring
Handled accounts from 15-59 days delinquent Promoted to Senior Account
Representative within first 90 days, based on performance Quick Collect King for first
three months

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