

Rosa Jimenez

Collector

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Summary

Collector with 2 years in auto finance collections at a San Antonio lender, working a queue of 400 accounts 30 to 90 days past due. Uses skip tracing, payment arrangements and bilingual English and Spanish calls to bring accounts current before repossession. Self-motivated, with strong customer service and attention to detail in account notes.

Experience

10/2024 - Present
San Antonio, TX

Collector

Alamo Ridge Auto Finance
Auto lender with 45,000 active loans across Texas.

- Contact **120** customers a day on a 400-account queue of auto loans that are 30 to 90 days past due.
- Negotiate payment arrangements and due date extensions that brought 210 delinquent auto accounts current in 2025.
- Run skip tracing on 30 accounts a month using database searches and references, reaching 70% of customers.
- Collected \$1.1M in past-due payments in 2025, ranking in the top 3 of 18 collectors on the early-stage team.

07/2023 - 09/2024
San Antonio, TX

Bank Teller

San Pedro Community Bank
Community bank with 9 branches in Bexar County.

- Processed 100+ deposits, withdrawals and loan payments a day with a balanced drawer on 99% of shifts.
- Translated account, payment and loan questions for about 30 Spanish-speaking customers a day at the teller line.
- Identified 12 customers a month for auto loan and savings products and passed each lead to a personal banker.
- Verified identification and signatures on every cash transaction, with no losses in 2 branch audits.

Skills

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|------------------------|---------------------------------|-----------------------|
| • Collections | • FDCPA | • Microsoft Office |
| • Skip Tracing | • Bilingual English and Spanish | • Customer Service |
| • Payment Arrangements | • Cash Handling | • Attention to Detail |

Education

05/2023
San Antonio, TX

High School Diploma
Thomas Jefferson High School
General Studies