

TRAVIS HOLT

DEBT COLLECTOR

CONTACT

@ travis.holt@email.com

☎ (801) 555-0143

🏠 Salt Lake City, UT

🌐 linkedin.com/in/travisholt

SKILLS

- Debt Collection
- FDCPA
- FCRA
- Regulation F
- Skip Tracing
- Payment Plans
- Settlement Negotiation
- Microsoft Office
- Customer Service
- Communication Skills

EDUCATION

High School Diploma

05/2022

West High School

Salt Lake City, UT

General Studies

SUMMARY

Debt collector with 2 years at a Salt Lake City collection agency, working consumer credit card and auto deficiency accounts placed by banks and lenders. Negotiates payment plans and settlements, runs skip tracing and follows FDCPA, FCRA and Regulation F on every contact. Collected \$620K in 2025 with zero substantiated compliance complaints.

EXPERIENCE

Debt Collector

09/2024 - Present

Wasatch Recovery Group

Salt Lake City, UT

Third-party collection agency serving 30 banks, credit unions and auto lenders.

- Contact **110** consumers a day on charged-off credit card and auto deficiency accounts from 30 clients.
- Negotiate settlements and payment plans within client authority, collecting \$620K in 2025 on a 1,500-account desk.
- Run skip tracing on 40 accounts a week with credit header and public records data, reaching 65%.
- Handle disputes and validation requests under FDCPA and Regulation F, with zero substantiated complaints.

Customer Support Representative

06/2022 - 08/2024

Canyon Rim Home Services

Murray, UT

Home internet and security provider with 80,000 customers in Utah.

- Answered 60 customer calls a day on bills, service plans and installation dates for home internet customers.
- Collected past-due balances from 25 customers a week by phone before their scheduled service suspension dates.
- Resolved billing disputes with Microsoft Office tools and the billing system, issuing credits within policy.
- Earned the team's top quality score in 3 of 4 quarters in 2023 among 40 support representatives.