

# KAYLEIGH LIEZL D. LACISTE

COLLECTIONS SPECIALIST | RESEARCH ANALYST

## CONTACT

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📍 Manila

## SKILLS

- Research
- Negotiation skills
- Customer Service
- Data Gathering/ Data Entry
- Report Generation
- Account Maintenance
- Attention to detail and ability to follow instructions
- Social Media Management
- Collections

## EDUCATION

Far Eastern Univerity - NRMF

Bachelor of Science in Physical Therapy  
2006 - 2011

Diliman Preparatory School  
1994-2005

## RELEVANT EXPERIENCES

**Cars and Credit Master** May 2023 - December 2023

Account Manager - Collections

- Communicate with borrowers via phone, email, and text to discuss delinquent accounts.
- Negotiate repayment plans and settlement agreements to bring accounts current.
- Document details of repayment agreements and any other relevant information.
- Assist borrowers in understanding their financial obligations and available options.

**Cars and Credit Master** October 2022 - May 2023

Loss Mitigation Specialist/ Skip Tracer

- Conduct thorough research to locate delinquent borrowers.
- Utilize skip tracing techniques and databases to find updated contact information.
- Provide information about available assistance programs and options for borrowers facing financial difficulties.

**American Express** May 2022 - October 2022

Customer Engagement Network - US

- Quickly answer customer inquiries in a friendly and courteous manner.
- Deliver exceptional service to customers by providing first call resolution, while following strict procedures that meet compliance guidelines.
- Responsible in responding to routine and complex customer inquiries regarding checking accounts.
- Identify and offer customers the products and services that they need and want to succeed financially.
- Common transactions include payment processing and reporting unauthorized transactions.

**Wells Fargo**

November 2019 - April 2022

Research/Remediation Analyst - Home Lending

- Conducting investigative steps to fully identify the issues and to determine appropriate course of action.
- Researching product information, terms, conditions, contracts, etc.
- Serves as an intermediary between parties to resolve disputed matters.
- Reviews data and reports trends to management.

**Wells Fargo**

May 2016 - November 2019

Account Resolution Specialist - Overdraft Collections and Recovery

- Monitor and review account status to identify overdue payments and outstanding balances.
- Negotiate payment plans and settlements with account holders to resolve outstanding balances.
- Assist customers in understanding the reasons for delinquency and help find feasible solutions.
- Document details of payment arrangements, settlements, and any relevant information.
- Communicate professionally and courteously with customers regarding their delinquent accounts.

**Citibank**

June 2014 - July 2015

Collections Specialist

- Provide customers with information about their accounts, including payment histories and interest rates.
- Manage a portfolio of delinquent credit card accounts.
- Negotiate payment plans and settlements with credit card holders to resolve outstanding balances.
- Address customer inquiries and concerns related to their credit card accounts.

**Moneygram**

December 2013 - June 2014

Customer Care Representative

- Assist customers with various financial transactions, including money transfers and payment services.
- Educate customers on different financial services and products offered by MoneyGram.
- Maintain accurate and detailed records of customer interactions.
- Document resolutions and actions taken to address customer inquiries.