

JOSEPH KRAUS

1571 Stargazer Terrace
Sanford, FL 32771

301-524-1186
jkraus3904@gmail.com

OBJECTIVE

To obtain a position with a dynamic organization that will utilize my extensive experience and success.

SUMMARY OF QUALIFICATIONS

- Results-focused, analytical and hands-on manager with superb attention to details and follow-up.
- Proven record in increasing revenue, profits and productivity.
- Experience in accounting/finance, operations, collections (various types) and loss mitigation.
- Outstanding skills in communicating, organizing, planning and problem-solving.
- MBA degree in Accounting.

AREAS OF EXPERTISE

Building Relationships

Leading, Motivating and Retaining Teams

Business Development and Growth

Data Analysis and Management

Strategic Planning

Negotiations

Process Improvement

Cost and Revenue Forecasting

Development/Implement Programs and Policies

Hire, Train, Manage and Evaluate Personnel

Performance Metrics

Vendor Consulting and Auditing

Department Start-up and Development

Regulatory Compliance

EXPERIENCE

TRAK AMERICA – Orlando, FL

2009 – Present

[Recovery management services company]

Vice President, Program Manager (Legal Collections Network)

- Responsible for management and performance of over 100 law firms throughout U.S. accountable for \$20-\$22M in gross monthly collections on credit cards, installment loans and auto deficiencies.
- Hire, coach, develop, manage and evaluate 5 managers (AVPs) who each oversee the performance and compliance of 15-25 vendor law firms.
- Develop and implement strategies and policies for forecasted recoveries and exemption reporting.
- Maintain excellent relationships with clients such as Capital One; Discover Card; Bank of America; American Express; Sallie Mae; and Applied Card Systems.
- Assist senior management in development of sound collection strategies for all clients.
- Spearhead Data Certification Committee to ensure vendors promptly send information for balance reconciliations.

Accomplishments:

- In first 6 months exceeded gross collection goal by \$3M through improved efficiencies and management of each collections law firm.
- On-site consulting with law firms regarding process flow increased their penetration and collections; one firm increased 50% within 6 months.
- Led special project team to revitalize recoveries for client's delinquent accounts that resulted in collections of over \$3M and decreased expenses.
- Initiated and rebuilt the process of vendor data, communication, compliance and documentation.
- Created and implemented new settlement review process to ensure all settlement offers were answered in timely manner that resulted in increased revenue.
- Brought in new law firms to increase production in multiple states.

BORACK & ASSOCIATES, P.A. – Orlando, FL

2008 – 2009

Director of Operations (Legal Collections)

- Responsible for P&L and fiscal, accounting, general operations and vendor-program management while ensuring compliance with legal collection practices.
- Managed office of 58 to 70 legal and collections employees.
- Developed and executed plans/policies to deliver forecasted recovery and collection results within expense budgets for key relationships.

Accomplishments:

- Created and implemented collections process improvements that increased production and efficiency.
- Increased client base by 10% as well as increased volume with existing clients.
- Decreased office expenses by 14% while maintaining same revenue.
- Designed and implemented monthly scorecards and review process to evaluate employees.
- Created cost/benefit analysis to provide accurate picture of revenue flow and allocate resources more effectively.
- Championed new vendors to increase production.

EXPERIENCE (continued)CITIFINANCIAL – Fort Mill, SC

2007 – 2008

Assistant Vice President (Auto Collections)

- Managed Collection Department with over 80 employees in Auto Division.
- Monitored/managed performance of 5-6 management personnel through effective communication.
- Identified and pursued opportunities to improve productivity, efficiency, profits, customer satisfaction and employee morale.
- Worked closely with senior management to meet goals and resolve customer complaints, control deficiencies and process breaks.

Accomplishments:

- Created more efficient collection reports for department (via Microsoft Access) that improved management of all aspects of auto collections.
- Met or exceeded delinquency goals in 5 out of 7 months.
- Increased staff efficiency through refinement of resolution process; assigned some duties to another department.

NCO FINANCIAL SYSTEMS – Baltimore, MD

2005 – 2007

Director of Attorney Network (Legal Collections Network)

- Responsible for over \$5B in inventory with duties similar to those listed previously under TRAK America in managing collections agency processes.
- Managed network of 100 attorneys and 5 managers.

Accomplishments:

- Increased revenue to over \$5M per month through effective management of attorney network.
- Implemented cost reduction initiative which included reviewing attorney commission and increasing efficiency of current processes.
- Created over 30 technology solutions to increase attorney efficiency and strength client relations.

WASHINGTON MUTUAL – Melbourne, FL

2004 – 2005

Department Manager (Home Equity, Unsecured, Auto, Mortgage and Overdraft Collections)

- Responsibilities at this new branch entailed start-up and staffing of department and inventory management of home equities, automobile loans and unsecured loans in excess of \$300B.
- Managed collection, accounting, loss mitigation and other back office functions.
- Hired, trained, developed, managed and evaluated 30 people within Skip Unit, CCCS (Consumer Credit Counseling Service) and Loan Resolution.

Accomplishments:

- Improved call center performance by implementing strategic calling campaigns and creating performance metrics for departments.
- Decreased amount of skip inventory by 25% through development of strategy to work accounts efficiently.
- Implementation of Operational Excellence Program (similar to Six Sigma) as a Green Belt.
- Created policies/procedures to increase Total Quality Management and ensure compliance with federal guidelines for skip unit, loan resolution and CCCS.

JPMORGAN CHASE/BANK ONE – Frederick, MD and Orlando, FL

2001 – 2004

Manager, Credit Card Officer (Credit Card Collections)

- Hired, trained, developed, managed and evaluated over 20 Customer Support Representatives.
- Revised policies/procedures for Internal Recovery Unit.

Accomplishments:

- Increased recoveries 55% (from \$1.6M to \$2.5M) in Internal Recovery Unit.
- Decreased receivables losses by over \$2M in first 2 months for Loss Prevention Unit.
- Built strategy document used by a unit of 110 representatives that increased our LEM (Location Efficiency Measure) by 5% in first month.
- Increased audit score from 40% to 9% in 3 months.
- Identified and corrected numerous process flows that effected inventory and total recoveries.

EDUCATION**MBA** in Accounting – University of Phoenix – Graduated 2006**B.S.** in Human Biology – University of Albany – Graduated 1996**COMPUTER SKILLS**

Microsoft Office (Word, Excel, PowerPoint, Access, Outlook) and customized software