



ANDREW P. CARROS

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RESUME OF QUALIFICATIONS

OBJECTIVE:

Seeking opportunities to cross over into the web design industry utilizing my strong professional work background coupled with the skills and knowledge gained while attending the Kennesaw Internet Professional program..

ACCOMPLISHMENTS:

- Completed Kennesaw Internet Professional program.
- Created a commercial collection call center from the ground floor up.
- Increased revenues 500% from \$100,000.00 per month to over \$500,000.00 per month for company's largest single client, Nextel.
- Held the number one ranking for company's largest single client for 30 consecutive months.
- Consistently maintained first and second place competitive performances for 23 National telecommunications companies.
- Recognized for contributing articles to a major trade organization.

SKILLS:

HTML 4.01 Strict, CSS, Adobe Photoshop CS3, Adobe Illustrator CS3,
Adobe Dreamweaver CS3, Adobe Flash CS3, Microsoft Office Word,
Microsoft Office Excel, Windows 95, 98, ME, 2000 NT, XP, Vista,
FACS Operating System
AS 400 Operating System

EDUCATION:

KIP program at: Kennesaw State University –
Continuing Education: 2008
Shorter College: 1997 – 1998

EMPLOYMENT HISTORY:

Credit Clearing House a subsidiary of Convergent Resources, Inc. **10/2005 – 4/2007**

Director of Commercial Collections: Responsible for creating a commercial presence in the Atlanta Market. Coordinated the efforts between two separate companies to create a seamless installation of two operating systems (FACS and AS400). This allowed the user to simultaneously toggle between both systems from one location in order to work collection accounts that were loaded into two separate companies. Directed commercial collection efforts in call centers located in New York, Texas and Georgia. Hired and trained collection staff in Atlanta to work a competitive National client. Took the company from last to first place and gained market share placement as a result.

Receivable Management Services Corporation f/k/a Dun & Bradstreet Atlanta, **1/2001 to 10/2005**

Rehired as Collection Manager for the Telecommunications Division. Responsible for maintaining competitive rankings for 23 large volume National clients. Hired and trained collection staff to work commercial collection accounts. Assumed the responsibilities of the Director of Operations in the Atlanta call center in January 2003. Planned, achieved and held the number one ranking for the largest 3rd party client in the company for 30 straight months.

NCO Financial Systems, Inc. Atlanta, GA **1/99 to 1/2001**

Hired by Milliken & Michaels, Inc. as Recruiter and small balance manager. Recruited top collection talent from the Atlanta market. Developed their skills to become proficient in the commercial collection industry and prepared them to move up in their career path. Promoted to mid-balance manager, in June of 2000, prepared collectors to become large balance collectors. Trained my replacement.

Dun & Bradstreet RMS Atlanta, GA **10/95 – 12/98**

Sr. Work Leader: Specialized in collections of Telecommunications Receivables (Yellow Pages Directory Advertising and Commercial Long Distance Carriers) responsible for training new hires and supervising the work of all other collection personnel. Established criteria for special file handling of key Telecom clientele. Created certification process to qualify personnel to work telecommunication receivables.

