

Nicole Hosey

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I am an accomplished analytical, motivated leader with 20+ years of high-performance collections experience. I have a proven track record of success in recovering complex collections accounts. Skilled in risk management, leading teams to achieve KPI results, team building/development, reconciliation, and problem solving. I am very capable of supporting the objectives of an organization that rewards reliability, dedication, and solid work ethics.

PROFESSIONAL EXPERIENCE

AVIDXCHANGE, INC.– CHARLOTTE, NC 2023-Current

Manager of Treasury Money Movement

- Lead team to ensure adherence to all SLAs, refine KPIs and metrics for optimal performance.
- Present monthly team reviews to upper management emphasizing progress towards goals.
- Improve existing processes and identify inefficiencies.
- Create and develop new processes as needed for better effectiveness amongst the team.
- Work cross-functionally to drive enhancements for scalability and to improve business practices.
- Support a team environment by sharing best practices, maintaining a winning mindset and embracing AvidXchange's core values.
- Communicate with other departments on goals and initiatives to support cross-functional collaboration.
- Delegate work to employees, track progress and provide constructive feedback throughout projects.

AVIDXCHANGE, INC.– CHARLOTTE, NC 2022-2023

Recipient of Avidxcellence Award

Money Movement Team Leader

- Leading collections, credit, and check representatives to ensure adherence to all SLAs.
- Ensuring team is compliant with all industry regulations and internal compliance standards.
- Define collection strategy and refine KPI metrics for optimal performance.
- Promote ongoing development of motivation of the team.
- Drive team to meet targets in relation to delinquency and losses.
- Improve effectiveness and efficiency in the department.

AVIDXCHANGE, INC.– CHARLOTTE, NC 2018-2022

Recipient of Avidxcellence Award and Spot Equity Award

Senior Collections Representative

- Contributed to the development and implementation of new processes to provide a better supplier experience and more effective collections.
- Managed tasks and delivering exceptional collections results to reduce bad debt.
- Contributing to account planning sessions to formulate best practices and reduce buyer escalation.
- Performed collection calls and negotiate repayment plans.
- Interviewed potential collections agents and effectively provided hiring feedback.
- Completed on-boarding training for new hires and scheduled shadow sessions for potential new hires.

ASSA ABLOY Entrance Systems US Inc – Monroe, NC 2015-2018

Recipient of Employee of the Quarter within 1st year, recognized as top service collector within 1st year.

Credit Analyst

- Assessed customer financial condition and authorize customer credit lines.
- Minimized bad debt risk, maximize accounts receivable collections.
- Reconciled customer statements/billing.
- Ensured achievement of productivity, quality, and collection goals.
- Developed process improvements.
- Conducted collection calls and successfully collect outstanding receivables.
- Negotiated customer disputes to resolve and document root causes.

Seterus Inc/IBM – RTP, NC

2011-2014

Recipient of Several Raving Fans from customers, recognized as top 10 in company collections, and promoted to Subject matter expert within 1st year with the company.

Collections Agent (Subject Matter Expert—SME)

- Applied comprehensive collection experience as an agent and multi-department assistance while performing SME duties including coaching agents on best practices, side by sides (silent monitoring) for constructive feedback, hosting huddles to provide updates on company process changes, and successfully deescalating escalated calls by customers.
- Providing timely stats to agents including daily reporting of western union speedpay numbers, quality scores, and right party contacts, payroll reporting via ILC system in absence of manager, and customer request processing.
- Proactively assisted manager in managing 12-member team, training/cross-training, and performing reviews on coaching opportunities.
- Ensured achievement of productivity, quality, and collection goals.
- Processed and maintained personal online banking product transactions.
- Developed and integrated a streamlined/centralized call flow and process to boost efficiency throughout my calls.

Additional Skills

- Strategic Planning
- Team Development
- Effective Negotiation
- Data Analytics
- EDW (Enterprise Data Warehouse)

EDUCATION

Ba Psychology, Southern New Hampshire University – Online (est.completion Aug. 2026)

High School Diploma, Riverside High School – Durham, NC

Activities and Societies

Deca Club

Through participation in DECA activities, I learned how to communicate thoughts and ideas, and learned about what businesses expect from employees, while also gaining problem solving skills.