

STEVEN B TAYLOR

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Summary	<ul style="list-style-type: none">▫ Developed major clients in the financial services industry. (i.e. credit cards, banks, and finance companies)▫ Increased market share by 45 percent annually.▫ Increased collections from \$500,000 monthly to over \$3,000,000.00▫ Trained and developed new investigators.
Areas of Expertise	<ul style="list-style-type: none">▫ Skiptrace Training▫ Skiptrace Management▫ Marketing Management▫ Market Analysis▫ Business Development▫ Credit & Collections
Experience	<p>RZD Investigative Group, Inc. Present</p> <p>Created a private investigative agency designed to meet the needs of corporations in the collection recovery industry.</p> <p>Responsible for marketing and development of all training and program implementation.</p> <ul style="list-style-type: none">▫ Developed and marketed a skiptrace training program.▫ Designed training manual.▫ Developed marketing plan.▫ Developed company website http://www.skiptraceconsultants.com <p>Thompson & Associates, P.C. Present</p> <p>Vice President of Business Development and Marketing</p> <p>Created and developed marketing plan for a new law firm entering the collection arena.</p> <ul style="list-style-type: none">▫ Develop and market a collection based law firm.▫ Designed and develop collection proposal.▫ Developed marketing plan.▫ Responsible for all RFP's and RFI's▫ Responsible for traveling to industry related conferences.▫ Responsible for all business development.▫ Responsible for cultivating new and existing client relationships. <p>Phillips & Cohen Associates, Ltd 05/02-01/06</p> <p>Manager, Information Research (Skiptracing to the trade)</p> <p>Created a skiptrace team to effectively locate debtors of unpaid accounts.</p> <ul style="list-style-type: none">▫ Responsible for the training and development of Information Research Analysts.▫ Customized skiptracing training manual to conform to PCA methodology.▫ Developed the research protocol pursuant to PCA methodology.▫ Developed daily reports and graphs that are sent to upper level management daily.▫ Comply with all state, and federal collection laws. (FDCPA)

CNAC (Carnow Acceptance Company)

05/01-05/02

Finance Manager

Responsible for the management of credit underwriting, loan approvals, and collections for this sub-prime auto finance company.

- Developed and authored collection letter library.
- Develop criteria for collateral recovery.
- Maintain contractual collections below 10 percent.
- Maintain deferred down payment collections below 2 percent.

Comply with all federal, and state lending and collection laws

International Intelligence Agency, Inc

01/01 -04/01

Southeastern Regional Manager

Responsible for the management of the southeastern region of this national repossession, skiptracing, investigation and research firm.

- Authored training manual for the firm.
- Developed a marketing plan for the firm.
- Develop marketing protocol and strategies.
- Develop and train new investigators
- Obtain all proper permits to make certain that the company is in full compliance with local, state and federal laws)
- Handled transportation logistics.
- Handled all vehicle remarketing.

Applied Card Systems / Cross Country Bank

01/00 -01/01

Collection Manager, Skiptracing Manager

Responsible for the development and implementation of a new skiptracing department at this major credit card issuer in the sub-prime marketplace.

- Authored the skiptracing-training manual and had it adopted for use company wide. Developed the daily and monthly reporting systems.
- Developed and trained new skiptracers.
- Setup production goals and expectations.
- Developed the communications between the skiptracing department and the collection department.
- Isolated fraud accounts and refer them to the proper authorities.
- Also responsible for two collection units of approximately 40 collectors with two supervisors, and two team leaders.

Receivables Specialist Inc./International Locate & Asset Services, Inc

05/93 – 12/99

Vice-President, Marketing & Investigations

- Trained and developed new investigators.
- Developed major clients in the financial services industry. (i.e. credit cards, banks, and finance companies)
- Traveled extensively for the firms to meet with prospective clients. Assisted in the development of the company web site. (<http://www.rsi-ilas.com>)
- **Numerous guest spots on National, Regional, and Local radio.**

Education & Certifications

Associates of Science – Fort Lauderdale College- Paralegal Studies
Bachelor of Science – Nova University – Business Management / Marketing
Florida Licensed Private Investigator

Awards

- **Most new clients.**
- **Most clients retained.**
- **Top sales 4 years in a row**

