

INDIA STEWART

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Professional Summary

Motivated **Debt Collection Specialist** with experience in recovering outstanding debts while maintaining positive client relationships. Skilled in negotiation, conflict resolution, and compliance with federal and state debt collection laws. Recognized for strong communication, empathy, and problem-solving abilities that drive recovery rates and customer satisfaction. Quick learner with proven adaptability in fast-paced environments.

Key Skills

Customer Service & Communication: Building rapport, handling inquiries, and ensuring client satisfaction.

Negotiation & Conflict Resolution: Creating mutually beneficial repayment plans while adhering to compliance standards.

Problem Solving & Adaptability: Addressing challenges quickly and effectively to meet organizational goals.

Empathy & Emotional Intelligence: Balancing assertiveness with understanding to maintain professionalism.

Professional Experience

Debt Specialist

OneMain Financial – Corporate Office, Fort Mill, SC

January 2024 – August 18, 2025

Negotiated and structured repayment plans tailored to client needs, boosting recovery rates and customer satisfaction.

Maintained compliance with federal and state regulations while handling sensitive financial data with accuracy.

Strengthened client relationships through empathy, professionalism, and consistent communication.

Warehouse Worker

Ross Stores Distribution Center – Rock Hill, SC

July 2023 – December 2023

Supported distribution operations by maintaining accurate inventory and meeting productivity targets.

Ensured merchandise was handled safely and efficiently to meet organizational deadlines.

Crew Member

Lee's Famous Recipe Chicken – Rock Hill, SC

September 2021 – January 2023

Delivered high-quality customer service while assisting with order processing and food preparation.

Collaborated with team members to maintain cleanliness, meet service goals, and provide a positive customer experience.

Education

Associate of Science, Medical Laboratory Technology – York Technical College, Rock Hill, SC

Architectural Technology (Some College, No Degree) – Claflin University, Orangeburg, SC

High School Diploma, 2022 – Northwestern High School, Rock Hill, SC