

DONALD L. CULLEN

13 Hillcrest Avenue • Beverly, MA 01915 • (978) 927-7196 • don.cullen@comcast.net

SUMMARY

Senior Collections Officer with extensive experience in commercial, consumer and residential lending, collections, foreclosures and bankruptcies. Demonstrated management skills in departmental organization, systemization and efficiencies. Strong background in state and federal regulations and applicable laws. Proven track record of significant reduction of bank delinquency ratios and improvement of overall collection operations.

PROFESSIONAL EXPERIENCE

ST. JEAN'S CREDIT UNION, Lynn, MA **2006-2007**

Collection Manager

- * Administered all facets of Collections for the credit union
- * Reduced delinquency ratios to record low for institution
- * Improved staff knowledge of applicable state and federal laws
- * Served on credit union's senior management team

NORTHEAST COMMUNITY CREDIT UNION, Haverhill, MA **2004-2006**

Collection Department

- * Handles all facets of Collections for the credit union.
- * Reduced delinquency ratios by 66%.
- * Sold large inventory of repossessed vehicles within sixty days.
- * Enhanced the collection process from cards to an automated collection system.
- * Established a charge-off recovery program.

MEDFORD BANK, Medford, MA

1993-2003

Vice President (1999-2003)

Assistant Vice President (1996-1999)

Collection Officer (1994-1996)

Collection Manager (1993-1994)

- * Managed the collection of all bank loans, including Residential Mortgages, Commercial Mortgages, Commercial Loans, Equity Loans, and Consumer Loans.
- * Supervised all activity regarding foreclosures, bankruptcies, REO, and commercial loan workout.
- * Reduced overall bank delinquency from 3.0% to 0.15%.
- * Automated entire department from manual card system to computer system.
- * Established charge-off recovery program.
- * Improved professional and technical skills for entire operations department.

SALEM FIVE CENTS SAVINGS BANK, Salem, MA

1987-1993

Assistant Treasurer

- * Managed the collection of Residential Mortgages, Equity Loans, and Consumer Loans.
- * Maintained delinquency ratios below all industry averages.
- * Supervised a staff of 12 collectors and administrative professionals.

EDUCATION

B.A., History, UNIVERSITY OF MASSACHUSETTS, Boston, MA

PROFESSIONAL ASSOCIATIONS

President, North Shore Consumer Credit Association; President, New England Adjustment Managers Association