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Collection Agency Welcomes New Hires to Customer Service Team

Lindsey Thayer and Samantha Dexter Join American Profit Recovery

Marlborough, Mass. – American Profit Recovery, a [collection agency](#) based in Michigan, Massachusetts and North Carolina has hired two new customer service representatives. Lindsey Thayer and Samantha Dexter both of Massachusetts will join APR's Customer Service Team. They will handle incoming inquiries via email and phone, train new clients and users on APRweb and make scheduled outbound calls to check in on clients. Both bring strong educations and solid backgrounds in communications, organization and planning with them to enhance APR's efforts to be the best in customer service.

Thayer will be a great addition to the CSR team with a history of exceptional performance in former positions as well as a list of honors and accomplishments such as, being on the Dean's List in college. She is knowledgeable in coordination efforts, planning, organization and management. Dexter will be a great addition to the CSR team due to her skills in office administration and her demonstrated background and ability to work in a fast-paced environment and remaining consistent under pressure. She also has great abilities in coordination, planning and organization efforts.

“APR is glad to welcome two exceptional additions to our unique CSR Team, which is vital to our goal of providing exceptional customer service,” said Jeff DiMatteo, partner at APR. “Lindsay and Samantha both have great experience and demonstrated histories of ethical and diplomatic behavior which will enhance our efforts to keep relations strong among customers, clients and APR team members.”

Thayer and Dexter's skills and motivation will further assist this [collection agency](#) in achieving their goals on a daily basis and will contribute to a strong future for the customer service team.

ABOUT AMERICAN PROFIT RECOVERY:

American Profit Recovery (APR) is a collection agency with offices in Massachusetts, Michigan, North Carolina and Kentucky. Founded in 2004, APR specializes in the collection of third-party debt in industries

such as medical/dental, banking, trades, lawn care and other professional services. The firm serves approximately 2800 clients. 800-711-0023 <http://www.americanprofit.net>