

ROBERT SMITH

Accounts Receivable Agent

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Liaisoning for the EDI, E-Remit, International Customer Invoicing, Revenue Services, Collections, and Accounts Receivable departments ensuring proper resolution of customer inquiries and payments, and also Processing management for vendor revenue applications generating in excess of \$100 million annually.

EXPERIENCE

Accounts Receivable Agent

ABC Corporation - 2011 - 2013

- Advised customers of payment options and set up payment plans if needed.
- Advised customers of what their Medicare Part D drug plan offered.
- Accounts Receivable Agent, CDW, Called and emailed companies that were delinquent on invoices.
- Responsible for invoicing and statement generation.
- Responsible for taking ACH, Speedpay (check by phone), and credit card payments.
- Responsible for determining if a company was tax-exempt or not.
- Advised tax-exempt company what changes needed to be made to tax certificates to comply with CDW company policy to set their account up as tax-exempt so invoices may be re-billed.

Accounts Receivable Agent

Delta Corporation - 1995 - 1996

- Keep track and process accounts and incoming payments throughout hotels Perform day to day financial transactions including verifying, classifying, .
- Verify discrepancies by and resolve clients billing issues Facilitate swift payment of invoices due to the organisation by sending bill reminders .
- Manage payment arrangements with existing customers - Place orders for disconnect if payment arrangement was not kept - Process payments for landline .
- Researched files to identify delinquent accounts Contacted customers to arrange payments Assisted in the office on tasks as assigned, such as filing, .
- Maintained positive relations with customers.
- Collected on accounts for large companies via email or by phone Posted payments to the accounts once checks were received Researched and resolved .
- Performed light clerical duties and handled multi-phone lines.

EDUCATION

- MS

SKILLS

Microsoft Office, Accounts Payable.