



# CHARLOTTE HARRIS

AR Collections Representative

✉ support@qwikresume.com

☎ (123) 456 7899

📍 Los Angeles

🌐 www.qwikresume.com

## SKILLS

Microsoft Office Suite - Advanced Proficiency



Communication Skills



Accounts Receivable Aging



Payment Processing



Financial Analysis



Record Keeping



## INTERESTS

📖 Birdwatching 🏠 Traveling

🏋️ Sports Coaching 🧶 Knitting

## STRENGTHS

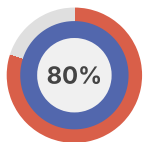
🔗 Pragmatism

🍃 Sensitivity

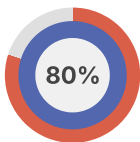
❤️ Sincerity

⚓ Stability

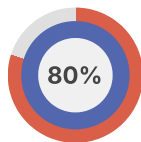
## LANGUAGES



English



German



Spanish

## ACHIEVEMENTS

🌟 Increased collections by 20% within one year by implementing targeted follow-up strategies.

🌟 Successfully reduced outstanding receivables by 30% through effective negotiation with clients.

## PROFESSIONAL SUMMARY

Accomplished AR Collections Representative with 7 years of expertise in optimizing collections and managing account reconciliations. Proven success in enhancing cash flow and increasing recovery rates through strategic communication and problem resolution. Committed to leveraging analytical skills and industry knowledge to drive financial stability and support organizational growth.

## WORK EXPERIENCE

### AR Collections Representative

📅 Feb / 2020-Ongoing

Seaside Innovations

📍 Santa Monica, CA

1. Consistently met and exceeded cash collection metrics to maximize facility reimbursement.
2. Followed internal payer protocols and posting guidelines to ensure compliance with payer fee schedules.
3. Utilized knowledge of payer contracts to verify and correct payment discrepancies.
4. Managed HMO, PPO, EPO, POS, Workers Comp, self-pay, and third-party reimbursement issues.
5. Adjusted patient or practice accounts based on internal reports and documentation for accuracy.
6. Explained the Explanation of Benefits (EOB) received from payers to ensure clarity for clients.
7. Processed credit card and check payments over the phone for current and past due invoices.

### Accounts Receivable Representative

📅 Feb / 2018-Feb / 2020

Silver Lake Enterprises

📍 Seattle, WA

1. Responded to customer inquiries regarding billing, service issues, and account changes.
2. Utilized online guidelines to provide accurate and timely responses to customer questions.
3. Educated customers on available services and assessed their specific needs.
4. Troubleshoot product-related issues and coordinated replacement of defective parts.
5. Managed documentation and maintained accurate records of customer interactions.
6. Conducted research to resolve inquiries and logged customer interactions for follow-up.

## EDUCATION

### Bachelor of Science in Business Administration

📅 Feb / 2016 Feb / 2018

University of California

📍 Denver, CO

Focused on finance and accounting principles to support a career in accounts receivable management.