

Objective

An effective credit and financial services professional, with extensive accounting experience in reducing DSOs targeted and assigned. Ambitious, conscientious and diligent in managing accounts receivables within various industries. Detail-oriented, capable of handling multiple tasks, result driven and self-motivated.

Skills

Proficient in MS Office Suite, Access, Excel, PowerPoint, QuickBooks Pro, AS/400, Agresso Business World v.4.5, Elite, PeopleSoft v.8, SAP v.4.6, Solomon III, Ram Dunn & Bradstreet and the BMS System.

Work Experience

Credit Collections Analyst I

STAPLES INC - July 2015 – Present

- Minimize dso, account balances over 90 days past due and unapplied payments while increasing percent current.
- Minimize bad debt write-offs and maximize cash receipts while being sensitive to internal and external customers.
- Use collections metrics to monitor success and adjust collections strategies when appropriate.
- Actively document customer issues including promises to pay and customer payment issues.
- Work with customers, management and internal departments to determine alternative payment options when necessary.
- Use assertive yet sensitive communication techniques in dealing with delinquent customers.
- Promote strong collaborative relationships between the collections teams and all other staples internal teams, especially sales, accounts receivable and customer service.

Sr Tax Exemption CSR

STAPLES INC - October 2013 – July 2015

- Uses getpaid to resolve accounts that have disputed tax and credit the tax that deserves to be credited.
- Issued tax credits to customers via the as400 and through contacting citigroup via email and telephone.
- Researches and resolves presidential customer complaints, and customer complaints forwarded by supervisors and leads.
- Escalates/communicates systemic issues, discovered trends, and potential process/system opportunities to superiors following appropriate protocols.
- Provides customer service for customer inquires and requests regarding tax exemption with staples. Answered inbound customer calls and researched, analyzed, owns and corrects tax exempt issues.
- Calls department of revenues to check on new exemption rules and certificates and verify the items sent to staples is correct.
- Completes daily and weekly paperwork in a timely manner, processed assigned workload to meet set deadlines, participated in team meetings, maintained focus on individual and team objectives.

Education

Certificate - 2004(Hesser College Manchester)