

Robert Smith

Credit & Collections Analyst

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SUMMARY

Highly experienced, well trained, recommendable and trusted Accounts Receivable professional with awarded communication and interpersonal skills. Possesses proven capacity to approach problems creatively and effectively. Works exceptionally well under pressure with all levels of staff and displays an outstanding work ethic. Demonstrate negotiation skills and proven problem solver.

SKILLS

Spreadsheet Excel, SAP, Great Plains, JD Edwards, Sharepoint

WORK EXPERIENCE

Credit & Collections Analyst

OUTDOOR IMAGE - 2014 - Present

- Process & distribute a high volume of invoices in a timely manner, based on customer specifications and company guidelines.
- Maintain & invoice all customers that are part of our try before you buy promotions, including: notify sales reps when an order is over-due.
- Create P.O.'s and process invoices in great plains once all necessary data has been received.
- Promptly research and resolve any invoice posting issues and/or discrepancies, escalating more complex issues to the appropriate department for further resolution.
- Create and distribute manual invoices based on special invoicing requirements and requests.
- Assist with both internal and external customer inquiries received via email and/or telephone. (including invoice requests.
- Perform general administrative duties including filing, setting up folders, purging completed orders, etc. Receive and enter dropship invoices for payment and invoice customers accordingly.

Credit & Collections Coordinator

HOME DEPOT Credit Services - 2011 - 2014

- Reviewed credit bureau reports, credit applications, set up and monitored credit lines.
- Forwarded unresolved debt to collections, carried out essential functions required to manage 3rd party placements, bankruptcy claims and credit revocation.
- Using relevant information and individual judgment to determine whether events or processes comply with laws, regulations, or standards.
- Providing information to supervisors and subordinates by telephone, in written form, e-mail, or in person.
- Analyzing information and evaluating results to choose the best solution and solve problems.
- Review individual or commercial customer files to identify and select delinquent accounts for collections.
- Consult with customers to resolve complaints and verify financial and credit transactions.

EDUCATION

Diploma - (Cornerstone Christian Correspondence School - Townsend, GA) Vocational - (Hubert Humphrey Vocational School - Boston, MA)