



ISABELLA CLARK

Credit Account Representative

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PROFESSIONAL SUMMARY

Results-oriented credit account representative with two years of experience in collections and account management. Expert in resolving billing discrepancies, negotiating payment plans, and enhancing customer relationships. Committed to driving cash flow improvement and minimizing delinquency through effective communication and analytical skills.

WORK EXPERIENCE

Credit Account Representative

Pineapple Enterprises

📅 Apr / 2024-Ongoing

📍 Santa Monica, CA

1. Managed credit and collections for a portfolio of national accounts, ensuring timely resolution of billing issues.
2. Engaged with clients to clarify invoices and negotiate payment terms, enhancing customer satisfaction.
3. Documented collection activities and account statuses, providing regular updates to management.
4. Analyzed creditworthiness of customers to minimize risk and optimize collections.
5. Collaborated with sales and customer service teams to address billing and service-related inquiries.
6. Achieved monthly collection goals consistently through proactive outreach.
7. Trained new team members on best practices in credit management and collections.

Credit Representative

Lakeside Apparel Co

📅 Apr / 2023-Apr / 2024

📍 Chicago, IL

1. Executed collection activities for assigned customer accounts, adhering to company policies.
2. Oversaw multiple portfolios totaling over \$20 million in sales, ensuring accurate account management.
3. Maintained a monthly target with fewer than 3% delinquency rates.
4. Coordinated with customers to ensure timely payments and resolve account discrepancies.

EDUCATION

Bachelor of Science in Business Administration

University of Michigan

📅 Apr / 2022 - Apr / 2023

📍 Seattle, WA

Focused on finance and accounting principles relevant to credit management.

SKILLS

Microsoft Excel



Financial Forecasting



Accounts Receivable



Sales Skills



Relationship Building



INTERESTS

🎨 Art

🤝 Volunteering

🌲 Hiking

🧘 Yoga

STRENGTHS

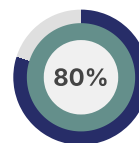
🔍 Criticality

☰ Detail-oriented

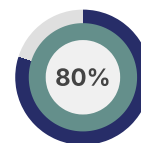
🤝 Diplomacy

😊 Enthusiasm

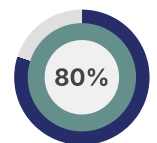
LANGUAGES



English



Arabic



Spanish

ACHIEVEMENTS

★ Achieved a 15% reduction in overdue accounts within the first year.

★ Successfully implemented a new tracking system that improved collection efficiency by 20%.