

Customer Accounts Manager

ROBERT SMITH

Phone: (123) 456 78 99
Email: info@qwikresume.com
Website: www.qwikresume.com
LinkedIn: [linkedin.com/qwikresume](https://www.linkedin.com/qwikresume)
Address: 1737 Marshville Road,
Alabama.

Objective

Responsible accounting and business analyst professional with excellent communication skills demonstrated by 20 years of Managerial experience. Change agent with an emphasis on process improvement and creating efficiencies with a focus on system enhancements, testing and conversions.

Skills

Excel And Outlook, Account Management.

Work Experience

Customer Accounts Manager

ABC Corporation - April 2000 - December 2001

- Check printing and banking enterprise platform software solutions with annual sales in excess of 500M and average monthly receivables of 25M.
- Customers ranged from small credit unions to fortune 500 banking companies.
- Customer Accounts Manager Banking Enterprise Software Solutions Organization.
- Collaborated directly with the executive management team to convey customer issues and software problems that resulted in increased past due receivables and decreased cash flow.
- Recruited, coached and trained collections and customer service staff and managed a portfolio of 25M in a high work performance environment while establishing and maintaining a high level of customer service.
- Did financial analysis of the aging trends, cash forecasting, budgeting and DSO for 5 business units.
- Served as customer counselor, reselling benefits and ensuring quality control on all account relationships.

Customer Accounts Manager

Delta Corporation - 1996 - 2000

- Manage past due accounts, conduct collection activities, nightly deposit, customer service, managing delivery schedules, key holder.
- Oversee staff, customer accounts, and most functions of the store.
- Prepare, track, and execute daily, weekly, and monthly revenue and gap goals.
- Handle and assist with customer accounts, process payments, balance cash drawers, prepare weekly associate meetings if the GM is unavailable, assign.
- Assisting and coordinating store activities to ensure safe, professional and profitable operations.
- Accountable for meeting company objectives, maintaining company quality standards and adhering to company policies.
- Assist in maintaining and organizing customer files, store records and promotional materials; ensure showroom appearance meets company standards.

Education

Accounting - August 2008(Prince George's Community College - Largo, MD)