

## ACCOUNT RECEIVABLE

### Executive Summary

Champion of continual process improvements to create more efficient work environments. Leads by example, developing, mentoring and sharing best practices across lines of businesses. Analytical judgment with the ability to analyze and determine course of action required to meet client delivery requirements. Excellent communication skills, organizational skills and customer service skills. Supports diversity, organizational astuteness, and demonstrates consistent ability to develop and deepen client and partner relationships. Received awards for Customer service and satisfaction consistently ranked in the top 88%. Awarded top performer out of 18 location for consistent and precise working standards within the banking industry.

### Core Qualifications

Microsoft Office, Excel, Access, PowerPoint, Lotus notes, Outlook, 10 key, Data entry

### Professional Experience

#### Account Receivable

January 2014 to January 2014 Company Name i¼ City , State

- Processed and verified all incoming checks inputting the client information into the system.
- Prepared invoices for recording, process all account receivable and deposit cash receipts.
- Maintained records of the debits and credits and update the system.
- Audited financial reports for accurate recording and process.
- Provide daily report for to ensure proper debits and credits are applied.
- Reconcile account booking saving over \$1,000 from errors and omission from customers on outstanding invoices.
- Communicated with manager and other team member to resolve outstanding issues.

#### Treasury Services Advisor

January 2013 to January 2014 Company Name i¼ City , State

- Researched, analyzed, and resolved a wide range of treasury, cash management and or depository products and service for Global Large Corporate accounts.
- Provided a depth knowledge of Account Reconciliation, Cash Vault services, deposit demand accounts, Electronic File Transmission, Cash Pro online usage, Automated Clearing House payments Wire Services and various treasury products and services Provided independent account management, client servicing and implementation coordination of new services for highly complex accounts.
- Identified opportunities to initiate client collaboration in the development of product services including recommending new products to clients.
- Displayed excellent client service skills while building and sustaining a client portfolio of over \$56MM in revenue.
- Awarded Bank of America Silver medal for customer satisfaction score rating in top percentile.
- Provided day-to-day account servicing and resolution of routine to moderately complex inquiries (such as ACH, ARP, cash vault, lockbox, DDA and other platform) and operational requests for accounts and clients.

#### Lead Ops Representative

January 2007 to January 2013 Company Name i¼ City , State

- Assisted and managed a team geared to retrieve checks from Image ATM and organize the daily Workflow.
- Responsible for debiting/crediting customer's general ledger accounts, with minimal impact to the Bank and clients.
- Established and maintained regular management routines to identify and communicate key priorities with stakeholders.
- Effectively influences clients to prioritize reporting efforts and follow best practices.
- Established and maintained effective filing system to identify and communicate system production issues to include resolution or escalation to reduce customer impacts.
- Effectively influences internal partners to prioritize and resolve outstanding system issues.
- Escalated problems to the appropriate line of business.
- Prepared and organized information for analytical reports, prepare and facilitate meeting agenda and other data as needed.
- Give internal business partners and external clients tours of the department.
- Maintained time keeping schedule for associates absence, tardiness, vacation and sick leaves.

#### Cash Vault

January 2010 to January 2012 Company Name i¼ City , State

- Prepared incoming cash from customers, counting and strapping it with the help of a cash counting machine.
- Executed all aspects of system hardware operations that required the input of large quantities of cash into the machine.
- Resulting in minimal impact to clients.
- Prepared cash out or cash in ticket to adjust out of balance issues.

#### Customer Service Representative

January 2008 to January 2010 Company Name i¼ City , State

- Executed all aspects of customer service incoming call center including inquiries, billing and activation of cellular service.
- Answered telephone for service questions for customer support,document the client needs.

#### Lead Sorter Operator

January 1997 to January 2007 Company Name 1/4 City , State

- Check Processing) Managed a team of experts that executed all aspects of system hardware installs and repairs regarding check 21 Sorter Operations.
- Resulting in 40% increase to Bank of America and its clients and a quick turnaround on all Service Level Agreements.
- Acted as subject matter expert relative to designing, documenting, implementing, monitoring and identifying qualitative improvement opportunities in Bank of America.
- Resulting a 100% enhanced process improvements and cost savings.
- Established and maintained regular management routines to identify and communicate system production issues to include resolution or escalation to reduce customer impacts.
- Effectively influences internal clients to prioritize and resolve outstanding system issues.
- Interviewed potential associate applying knowledge of laws, policies and regulation.

#### Education

Associates Degree : Applied Science, Criminal Justice , 2009 DeKalb Technical Institute 1/4 City , State Applied Science, Criminal Justice

M&K : Education City , State Education

Certification as Nursing Assistant -2004 CPR certified and First Aid Training MLS Real Estate School- 2004 Compliance training for Anti-Money Laundering, timekeeping, and other bank and federal regulation

#### Skills

10 key, account management, ATM, balance, billing, call center, cash management, hardware, CPR certified, client, clients, customer satisfaction, customer service, customer support, Data entry, designing, filing, financial, First Aid, general ledger, Image, Lotus notes, Access, Excel, Money, Microsoft Office, Outlook, PowerPoint, Nursing, policies, quick, Real Estate, recording, repairs, reporting, Service Level Agreements, telephone, Transmission, treasury, Workflow