

NAME

TITLE
000-000-0000 / EMAIL / CITY, STATE, ZIP

Profile

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Experience

Front Office Clerk - Company / Location

MONTH YEAR - Present

- **Mail Sorting:** Receives mail from the office and retrieves checks and remittances to enter into a spreadsheet or organize for the accountant to receive and make bank deposits.
- **Filing:** Files invoices, check copies, and other accounting documents from accounting analysts, accountants, and other accounting personnel.
- **Order Taking:** Works with customers to take initial orders for goods and services. The front office clerk will organize orders and may be tasked to enter them into a system for further processing.
- **Take Payments:** Front office accounting clerks will speak with customers in person and over the phone to collect credit card and other electronic payment authorizations and give them to cash applications specialists for posting.

Collector - Company / Location

MONTH YEAR – MONTH YEAR

- **Auto Dialer Outcalls:** Makes collection calls to unpaid customers using an autodialer. Collect payment notes and enter them into the accounting system.
- **Skip Tracing:** Uses internet search tools to find alternate contacts for a customer to reach them for payment on outstanding invoices.
- **Negotiation:** Works with customers to negotiate payment plans and ways to resolve delinquent balances. Also works with internal customers who have an interest in sensitive customers who are past due.
- **Dispute Discover:** Discovers disputes and other issues preventing customers from paying outstanding invoices. Communicates with billers to resolve billing issues and correct incorrect invoices.
- **Customer Service:** May work as the main point of contact for customers concerning their accounts. Makes courtesy calls to customers about invoices that will become due. Probes customers for incomplete account data.

Project Experience

- **Top Collection Accounts:** Collectors will be periodically assigned to focus on accounts with top dollar past due balances. They must make these a priority in their daily collections activity.
- **Collecting Customer Information:** Collectors may also be directed to contact customers for account data and updates, such as missing tax-exempt forms or emails.

Education

Undergraduate Accounting Certificate - SCHOOL

MONTH YEAR

- GPA: LIST
- AWARD
- AWARD

Bookkeeping Certification- SCHOOL

MONTH YEAR

- GPA: LIST
- AWARD
- AWARD

Skills

Expertise

- Written and Verbal Communication
- Analytical
- Call Center/Dialer
- Persuasive
- Solution Oriented
- GAAP

Licenses & Accreditations

Licenses Licenses & Accreditations

- Fundamental Payroll Certificate
- Certified Bookkeeper