
Credit, Collection & Billing Manager

Accomplished business leader who performs all functions related to collections, with special expertise representing employers in civil litigation. Handles significant individual workload while training and directing staff. Solid history of working directly with attorneys to collect debts with challenging circumstances.

Uses effective negotiation skills with clients, both individuals and corporations. Skillfully identifies problem accounts and defines preventative actions. Can be quite creative, persuasive, and articulate in the pursuit of the successful collection of outstanding debt.

Greatest strength is in the training and coaching of the customer service aspect of collections and credit. Goal is always focused to stay on good terms with clients, while maintaining a steady cash flow. For most recent project, team collected \$50M owed to the banks under stringent bankruptcy and regulatory requirements.

~ Fluent Spanish ~

KEY CAREER ACCOMPLISHMENTS

Confidential Law firm - Bankruptcy

In September 2008, 600 Partners voted to dissolve the law firm

Collection Strategies: Banks took over payoff of secured loans. Met with their collections managers to identify top account balances. Discussed portfolios with in-house collectors to develop new collection strategies, and discussed strategies with Partners to determine which they would take with them and which would present a problem. Focused on risk management to deal with potential malpractice lawsuits.

Wind Down: Worked closely with 4 of the firm's most prominent attorneys who were appointed by the Dissolution Committee for wind down of the business affairs, including collections of \$50M. Brought in and quickly ramped up a second team of 6 seasoned collectors as required by the banks. Engaged an outside collections to turn over accounts that refused to pay. Designated as final point of contact prior to legal collections process. Signed two stay-put agreements as key member of wind down staff, and convinced all team members to sign theirs.

Bankruptcy Compliance: Worked closely with some of the country's best insolvency attorneys. A Creditors Committee was appointed with the top companies that owed monies to the firm. They hired a 3rd-party company to analyze the entire operations and make recommendations to the Dissolution and Creditors Committees, and the presiding judge. Partnered with their attorney/CPA to oversee collections to the end.

Clorox Sales Process Improvements

Streamlined collection process for Brita to radically improve collections for the portfolio that was then divided among geographical regions. Successfully cleared up \$10MM of returned shipments that had accumulated over two years. Established return procedures to prevent future problems.

PROFESSIONAL BACKGROUND

Confidential
International law firm with 15 offices in the United States, Europe and Asia

Company bankrupt 2002 – 2009

Firmwide Client Accounts Supervisor, 2007 – 2009

Supervised 6 Client Account Coordinators firmwide and additional Client Accounts administrative staff. Personally managed collection activities for a select group of problem or complex accounts. Served as escalation point prior to further collection action. Administered the ARCS system for tasking, calendaring, and commenting to manage all Client Accounts Coordinators' ongoing workflow.

Confidential Law Firm, Firmwide Client Accounts Supervisor, Continued

Provided support to shareholders, clients, attorneys, and staff. Prepared statistical and financial analysis for billings. Created management reports including monthly estimates for cash projections. Average amount of total AR for 200 clients was \$100MM. Top tier accounts averaged \$1MM each, including those in Asia.

Client Accounts Coordinator, 2002 – 2007

Interfaced and mediated with clients, attorney, office management, firm management, and financial services department regarding the status and disposition of accounts. Coordinated with clients and attorneys to manage payment cycles and resolve problem accounts so they were kept current.

Internet and Dot-Com Companies, Silicon Valley

2000 – 2002

Held permanent and contract collection positions with several companies during the dot.com era. These included Bravogifts.com and DG Systems, which then had layoffs and office closings.

Confidential

1999 – 2000

Worldwide headquarters.

Collections Analyst, Western United States Region, 1999 – 2000**Collections Analyst for Brita Division, Secondary Tier Portfolio, 1999**

Confidential

1991 – 1999

Regional Credit Manager, Midwest & International

Excelled at collecting major department store accounts.

ADDITIONAL EXPERIENCE

Confidential, Sun Valley, CA

Collector, Commercial Accounts

Confidential, Los Angeles, CA

Collector

Confidential, Glendale, CA

Collector

EDUCATION

Southwestern Texas University, San Marcos, TX
Bachelor of Science, Business Administration

