Personal details

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Elfreda Scott

Motivated and target-driven accounts receivable specialist with 7+ years of experience working with multi-transaction accounts. Team player with a track record of exceeding team and individual collection targets. Experienced in various types of CRM and accounting software. Debtors book of $1 million on terms of 7, 30 and 45 days. Repeatedly maintain DSO at an average of 98% within terms. Eager to secure a senior AR role in any industry that offers opportunities for career growth.

Work Experience

Accounts Receivable Specialist May 2015

Accenture, Bentonville

- Contacting customers whose accounts have reached an overdue status
- Complying with company AR goals, policies, and procedures regarding collection strategy
- Regularly liaising with the sales department on past-due accounts
- Informing sales department of changes in account status
- Meeting department and individual collection targets and goals
- Meeting month-end reporting requirements and metrics
- Establishing and maintaining cooperative internal and external working relationships
- Providing high-quality and timely customer service
- Maintaining client confidentiality and adhering to a professional level of service
- Entering detailed notes and client information in the CRM system
- Coordinating with outside collection agencies to address extreme bad debt clients
- Working with billing team to monitor customer billing replies and inquiries
- Reviewing customer accounts regularly for account clean-ups
- Work with finance team to complete vendor forms and customer registrations
- Submitting customer invoices into their designated billing portals
- Researching and performing special projects as required

Education and Qualifications

Financial Accounting Certificate 2016 - 2016

Harvard Business School, Online

International Credit & Risk Management 2015 - 2015

FCIB Global

Skills

- **Collections**
- **Reconciliations**
- **SAP**
- **Microsoft 365**
- **Google Workspace**
- **NetSuite**

References

Nick Divaris Accenture

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