

# Accounts Receivable Resume

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## SKILLS SUMMARY

Over 15 years of Administrative, Bookkeeping, Accounts Payables/ Receivable and Customer Service experience in various industries. Successfully able to increase customer's satisfaction by returning calls in a timely manner and resolving issues quickly and effectively. Known for providing exceptional professional service to customers, legal and non-legal staff, client, accountant, and bank representatives. Able to prioritize and manage heavy work load without direct supervision efficiently. Very analytical and an effective problem solver who exercises excellent verbal and written communication skills. Certified in QuickBooks Pro, Quicken, Peachtree, Sega MAS500 and MAS90 financial databases as well as Impact Ontrac, and REA databases. Proficient in MS PowerPoint, Excel, Word, Outlook, WordPerfect software, and Crystal Report Writing.

## EXPERIENCE:

### **International Environmental Management**

Roswell, GA

*International Environmental Management, a subsidiary of Waste Management Inc offers waste reduction, removal and recycling solutions to retail centers, enclosed malls, office building, mixed use development and commercial properties across North America.*

### **Accounts Receivable Clerk/ Billing Specialist /Auditor** **2007-2012**

Manage over 300 mall property tenant's account across the United States. Setup tenants account for each property using MAS 500. Also provide customer service to tenants consisting of balance inquires, adjustments, changes to billing information and creating invoices for customers. Contact mall property manager to verify any changes in tenant information. In addition, post cash receipts, apply credits as needed and write-off balances on closed accounts.

- Process credit card payments up to \$40,000 for customer using Paymentus.com
- Consistently research and identify misapplied payments and make adjustments to customer accounts.
- Keep tenant information and accounts updated with current billing information
- Maintain relationship with mall property management team and operations manager to ensure accurate billing for each tenant on the property
- Trained 16 new accounts receivable employees on the billing process using MAS 500
- Run Crystal Reports using MAS500 and create tenant mall property activity report using Excel.
- Act as liaison between the mall management office and the accounting and collection department. Following up on queries and resolving any billing issues that may occur.
- Contributed \$10,000 – \$20,000 per month in billing revenue
- Researched and indentified refunds processed in error totaling over \$10K; requested stop payment on refund check; submitted request for error to be corrected
- Reduced the number of invoices being mailed to customers by encouraging customers with several accounts to consolidate their invoices.
- Increased profit by advising customers of outstanding balance and collecting on delinquent accounts 30-90 days past due.

### **Audit Specialist:**

Managed 110 mall property reviewing invoices that were being submitted for payment. Audited and processed invoices received from property hauler in a timely manner. Contact property hauler to verify pulls, correct pricing, request weight ticket for haul pulled, request invoice and corrected invoice or credit for over billing. Ran monthly waste flow report on each mall property for each hauler using WMCS software to show efficiency and keep track of equipments on property.

- Processed recycling rebates received for each mall property and ensure they are paid in a timely manner
- Submitted invoices with price increase from haulers for approval
- Communicated with regional property managers to make sure equipment information is accurate
- Reviewed abstract data report and contract agreement for each property to make sure invoices corresponds with contract agreement
- Researched and found missing hauler pulls, communicated with the operations team to get the pulls in the system for payment to be processed
- Researched and found billing error contacted hauler for corrected invoice
- Completed hauler rate project by projected date indentifying equipments and rates for each individual property
- Researched and found contract agreement error contact the implementation team to update the contract

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## **Al Taf Group-Marcus Millichap Investment Brokerage**

Atlanta, GA

*Marcus & Millichap Atlanta Commercial Property Brokerage office provides real estate investment sales, research information and advisory services for multifamily, retail, office, single-tenant net-lease, self-storage, seniors housing, manufactured homes, hospitality, land and special assets.*

### ***Escrow Process Manager***

**2006-2007**

Prepared Real Estate commercial property sale packages and mailed to prospective buyers and sellers. Reviewed Property Purchase and Sale Agreements. Kept an Escrow timeline and made sure everything stated in the contract was done by the deadline. Kept buyer and seller updated on their due diligence period and all critical dates and deadline on properties under contract.

- Scanned and mail all required property sale documents as soon as contract is signed to both buyer and seller
- Prepared and place ads for new property listing
- Settled discrepancies that may arise while property is under contract
- Managed e-mail account by updating, deleting and moving e-mail to their assign folders
- Setup conference calls between commercial property buyer, seller and agent
- Setup meetings at ICSC conventions with prospective commercial buyers and developers
- Made travel arrangements using web based travel sites using the best rate available
- Trained 2 new employees on using Impact Real Estate Software and Ontrac
- Initiated the implementation of Quickbooks Pro and Installed the software –Input all clients accounting information into Quickbooks Pro

## **Law office of EDWIN MARGOLIUS, Esq.,**

New York, NY

*Attorney offer a number of legal services, representing clients in matters of real estate, elder law, family, probate, tax, trust & estate and medical malpractice law.*

### ***Accounting Clerk (Part-Time)***

**2001-2006**

Reconciled monthly bank statements and performed accounts payables and receivables. Maintained comprehensive filing system.

- Created quarterly reports for CPA accountant using Quickbooks Pro
- Maintained monthly expense report using Quickbooks and Excel

## **Law offices of DAVID P. SEAMAN and ROBERT S. WARSHAW**

New York, NY

*The firm's attorneys offer a number of legal services, representing clients in matters of zoning, real estate, elder, landlord/tenant, family, probate, tax, estate and medical malpractice law.*

### ***Executive Administrative Assistant/Bookkeeper***

**1994-2006**

Provided general office and administrative support to the Attorneys. Researched, reviewed and edited legal documents. Submitted requests for funds transfer from banking institutions or brokerage firms to client accounts. Maintained Robert Warshaw's personal and all his client financial records. Provided quarterly financial reports to CPA

- Successfully processed daily deposits up to \$500K.
- Created and maintained Excel spreadsheet of clients Art Sales
- Performed Accounts payables and receivables
- Reconciled monthly bank statements and pay monthly bills using QuickBooks
- Made travel and hotel arrangements using Web based travel sites
- Processed Travel & Expense reports using excel
- Answered the telephone, screen and forward calls to the appropriate party

**EDUCATION:** AAS Business Administration and Accounting  
Technical Career Institute New York, NY

### **Professional Development:**

Excel Intermediate Training  
Harassment Training  
Security Awareness Training