

# JENNIFER ANYBODY

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## ACCOUNTS & COLLECTIONS SPECIALIST

Tenured, dedicated, and motivated administrative executive with a strong background in Account Coordination, Office Management, and Organizational Leadership. Possess over 15 years of successful experience consulting on multifaceted projects, employing various in-house collection methods, and streamlining internal processes to enhance overall productivity. Able to build and maintain positive relationships with a wide range of clients, colleagues, and key business partners. Consistently recognized for outstanding contributions and solid reputation for resolving complex issues. Commended for efficiency, priority management, and communication skills. Computer savvy and familiar with many modern systems, software applications, and technologies.

### AREAS OF EXPERTISE

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|-------------------------|----------------------------|-----------------------|
| ▪ Accounts Receivable   | ▪ Administrative Support   | ▪ Month-End Closing   |
| ▪ Billing & Collections | ▪ Data Entry & Reporting   | ▪ Strategic Planning  |
| ▪ Personnel Supervision | ▪ Financial Analysis       | ▪ HR & Payroll        |
| ▪ Office Management     | ▪ Invoice Management       | ▪ Quality Assurance   |
| ▪ Project Coordination  | ▪ Policy Development       | ▪ Conflict Resolution |
| ▪ Customer Engagement   | ▪ Performance Monitoring   | ▪ Client Satisfaction |
| ▪ Workflow Optimization | ▪ Training & Team Building | ▪ Process Improvement |
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### RECENT WORK EXPERIENCE

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#### **Inegrated Management Solutions Inc.**

**9/2005-8/2017**

##### *Director of Administration*

- Performed an array of administrative and managerial functions in support of daily business operations
- Supervised front office activities and recruited, hired, trained, and directed a team of 10 employees
- Coordinated accounts payable and payroll and ensured the accuracy of all records and documentation
- Monitored compliance and maintained security safeguards for processed client credit card payments
- Established custom proprietary client portals to house key confidential company-specific information
- Developed organizational policies and procedures and supported multifaceted human resource initiatives
- Evaluated and recorded ST 941 reports and successfully managed the company's stock option program
- Managed Sage IT systems integrity, oversaw required software updates, and integrated applications
- Worked collaboratively with staff and implemented effective strategies to streamline internal processes

##### *Accounts Receivable Manager*

- Fulfilled various executive duties and served as the Manager of Financial Transactions, North America
- Coordinated accounts receivable processes including invoicing, billing, collections, and cash management
- Oversaw a broad scope of internal operations and evaluated accounts to help minimize company risks
- Liaised with customers, senior leaders, sales, and project managers to resolve complex account issues
- Prepared and distributed reports, performed account maintenance, and refined departmental procedures
- Supervised and streamlined workflows, resolved complex concerns, and revised credit status limits
- Continuously monitored activities including A/R aging and communication with delinquent accounts
- Implemented an effective program to assist with commissions calculations utilizing Sage IT systems
- Successfully improved processes and reduced DSO from 95 days to 73 days within a 6-month period

### PREVIOUS WORK EXPERIENCE

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#### **The Recovery Group, LLC**

**3/1999-6/2005**

##### *Chief Operating Officer/Director of Collections*

##### *Director of Account Management*

#### **Frey International, LLC**

**6/1997-2/1999**

##### *Senior Collections Analyst*

### EDUCATION & QUALIFICATIONS

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- Bachelor of Arts (BA), Education – University of Long Island
- Enhancing Collections Techniques Training – SkillPath
- Computer Skills: Microsoft Office Suite (Excel, Access, Outlook, Etc), Kronos-Workday, ACCPAC/Sage ERP, Lexis-Nexis, Dun & Bradstreet, EDI Billing Systems, Oracle, ADP, Certent