

Dienna Reading

Accounts Receivable

Profile

Details

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4567 Elmwood Ave, Charleston, WV 25311

Employment History

Accounts Receivable Manager at Blue Cross Blue Shield of WV, WV

Mar 2022 - Present

- Streamlined the accounts receivable process, resulting in a decrease in outstanding invoices by 15%.
- Negotiated payment plans with clients that resulted in an increase of payments received by 20%.
- Developed new credit policies and procedures that improved customer satisfaction ratings by 10%.
- Implemented a new accounting software system that increased efficiency by 25%.
- Trained and supervised a team of 4 accountants.
- Conducted monthly audits of client accounts to ensure accuracy.

Accounts Receivable Specialist at West Virginia University, WV

Aug 2019 - Feb 2022

- Reduced outstanding receivables by 20% within the first 6 months on the job.
- Negotiated payment plans with delinquent customers that resulted in collection of \$12,000 over a 3-month period.
- Developed and implemented new credit policies that reduced write-offs by 10%.
- Reviewed customer accounts for accuracy and took appropriate action to resolve discrepancies.
- Monitored incoming payments and applied them correctly to customer accounts.
- Processed an average of 200 invoices per day.

Education

High School Diploma at Parkersburg High School, Parkersburg, WV

Sep 2015 - May 2019

I've learned how to effectively communicate with others, how to manage my time wisely, and how to critical think and problem solve.

Links

[linkedin.com/in/diennareading](https://www.linkedin.com/in/diennareading)