# Dienna Reading

### Accounts Receivable

#### **Details**

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(460) 087-5145

4567 Elmwood Ave, Charleston, WV 25311

#### **Profile**

I am an experienced accounts receivable professional with over three years of experience in the field. I have a strong track record of success in managing and collecting payments from customers, as well as maintaining accurate records of all transactions. I am highly organized and detail-oriented, which allows me to efficiently manage my workload and meet deadlines. I possess excellent communication and negotiation skills, which are essential in resolving any payment issues that may arise. I am confident in my ability to provide exceptional service to our clients and contribute to the continued success of the company

### **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