

Goldia Highstreet

Accounts Receivable Specialist

✉ goldia.highstreet@gmail.com

☎ (829) 512-5077

📍 4651 Ashford Dunwoody Rd, Atlanta, GA 30346

EDUCATION

High School Diploma at Georgia Institute of Technology

Sep 2015 - May 2019

I've learned how to study for and write exams, how to do research, and how to communicate effectively in writing and in speech.

LINKS

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

SKILLS

Accounts receivable

Accounts payable

QuickBooks

Microsoft Excel

Customer service

Data entry

10-key

LANGUAGES

English

Dutch

PROFILE

I am an experienced Accounts Receivable Specialist with over 3 years of experience in the field. I have a strong working knowledge of accounting software programs, and I possess excellent data entry and organizational skills. In my previous positions, I was responsible for managing all aspects of accounts receivable, including invoicing customers, processing payments, issuing refunds/credits, and resolving customer inquiries. My ability to multitask and prioritize workloads has allowed me to consistently meet deadlines while maintaining a high level of accuracy. I am seeking a position where I can utilize my existing skill set and continue to grow professionally.

EMPLOYMENT HISTORY

● Accounts Receivable Specialist at Cbeyond, GA

May 2022 - Present

- Reduced outstanding receivables by 10% within the first 6 months on the job.
- Negotiated payment plans with customers that resulted in 100% of payments being received on time.
- Resolved billing disputes with customers that led to a decrease in customer complaints by 25%.
- Processed an average of 500 invoices per week and maintained a 98% accuracy rate.
- Trained 2 new Accounts Receivable Specialists who are now successfully performing their duties.

● Accounts Receivable Specialist II at Comcast, GA

Jul 2019 - Apr 2022

- Successfully maintained a 97% collections rate on a portfolio of 500 accounts with an average monthly volume of \$2.5 million.
- Reduced delinquencies by 35% over the course of 6 months through effective skip tracing and phone call campaign strategies.
- Recovered \$150,000 in previously written-off bad debt using advanced Excel skills to analyze data and trends.
- Identified errors in customer invoices totaling \$12,600 and negotiated for full reimbursement from vendor.
- Received "Employee of the Month" recognition 3 times in 12 month period for exemplary performance.

CERTIFICATES

Accounts Receivable Specialist Certification

Mar 2021

Accounts Receivable Management Association Certified Professional

Mar 2019

MEMBERSHIPS

American Institute of Certified Public Accountants

Accounts Receivable Management Association