

Susan Montag

9780 E. Chenango Ave., Greenwood Village, CO 80111
303-694-7544 Home, 303-506-8212 Cell, susanmontag@comcast.net

Billing/Collections Specialist & Office Administration

Areas of Expertise:

Bookkeeping - Office Administration
Excellent oral and written communication
Organizational skills - Meeting Coordination
Calendar Management - Expense Reporting
QuickBooks and Microsoft Office Suite
Travel Coordination - Event planning
Efficient, enthusiastic and dependable

Professional Experience

A/R Billing Specialist, Collections, and Office Operations – Rivet Software, Inc. May 2010 – April 2014

Managed Accounts Receivable and Collections for Financial Software Development Company. Implemented and performed all end-to-end billing procedures for over 1500 customers. Developed and managed all collections procedures. Established collections report for daily updates to document and track aging of all outstanding receivables. Contacted customers regarding non-payment and billing disputes. Reviewed all sales contracts prior to billing for accuracy and maintained all records related to Sales contracts. Maintained billing cut-offs and system updates of customer service deliverables. Prepared Sales tax reports. Posted daily cash receipts, lockbox and wire payments. Tracked and prepared expense reports. Tracked deferred revenue for revenue recognition reporting. Prepared month-end reports and reconciliations. Carried out special projects as needed. Efficient and excellent communications within various departments and with external customers.

Claims Processor – Planned Benefits Systems 2006 - 2008

Reviewed, processed and approved flexible spending health care claims in accordance with federal guidelines. Adjudicated claims with speed and accuracy in a high volume environment under tight deadlines.

HR/Administrative Assistant – Resolution Trust Corporation 1992-1994

Assisted HR director with hiring, and coordinating benefits for employees. Made travel arrangements, processed and approved travel claims and performed administrative duties for HR department.

Administrative Assistant/Bookkeeper/Office Manager/Newsletter Writer Colorado Community Health Network 1991-1992

Responsible for all administrative duties and health-related articles for the network newsletter. Performed all aspects of bookkeeping. Handled monthly bank statements, accounts receivable/accounts payable. Processed payroll and payroll taxes.

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Professional Experience - continued

Various duties at the following (while attending Colorado State University full-time):
Centers for Disease Control - Assisted HR director with administrative duties, processed travel claims and maintained medical library. **Student Legal Services** – Screened students for intake prior to being seen by lawyers. **Chemistry Department** - Performed administrative/receptionist duties.

Office Manager and Full Charge Bookkeeper – Meyers Heating and Air Conditioning
Responsible for all office and administrative duties and performed all aspects of bookkeeping for the HVAC business, including AP/AR, payroll, payroll taxes, and cash drawer.

Office Manager and Full Charge Bookkeeper – Sovereign Oil Company
Performed all administrative duties as well as all facets of bookkeeping for the fast growing Oil and Gas Exploration Company.

Volunteer and Philanthropy

VP of Patronesses and Events 2009-2012 National Charity League
Planned and coordinated all events for the organization that fosters mother-daughter relationships in a philanthropic organization committed to community service, leadership development and cultural experiences. These events varied in size from smaller site speaker events to large venue functions with over 200 people.

PTCO Co-President 2004-2006 Belleview Elementary School (Volunteer position)
Led an active parent/teacher/community organization. Planned fundraising events and student enrichment programs. Coordinated volunteers to make a successful, cohesive organization that benefited the students, teachers and community. Conducted and facilitated meetings, communicated with parents, teachers and the community

Education

Colorado State University B.A. Social Sciences, Minors in Human Dev., Anthropology & Journalism