

Alan Pautz

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To serve in an organization where a strong sense of responsibility, accuracy, energy, communication skills, and a cheerful outlook will be assets.

Work Experience

Collections Specialist

Addison Group - Greenwood Village, CO

2019 to Present

Responsible to collect on corporate, state government and federal government accounts. Collecting on all past due balances by corresponding via e-mail and telephone, and also working with Client Service Resp and Sales Reps.

Cash Applications

Daily posting payments received into several bank accounts against the corporate, state government and federal government client accounts. Resolving issues surrounding mis-posted payments.

Collections Specialist

Granicus Inc - Denver, CO

2016 to 2019

Responsible to collect on local government, special district, county government, state government and federal government accounts for Granicus Inc, a cloud- based company, owned by Vista Equity Partners. Granicus services 4000 clients to help them better communicate, more easily manage meetings and agendas and increase use of digital services to boost citizen participation. Collecting on all past due balances by corresponding via e-mail and telephone. The goal for the first half of 2019 was to collect on 80% of the 12-31-19 total past due of \$20 million. The goal was met in mid-May 2019.

Cash Applications

Responsible to pull bank reports and post payments on a daily basis that came into four different banks.

Collections Analyst II

Qwest Communications Co LLC

2012 to 2015

Responsible to collect on a \$3 million dollar portfolio of 150 accounts/37 customers. Goal was to collect a minimum of 99% of billed dollars by corresponding via letter, e-mail and telephone; so as to keep the over 30 day balance to a minimum and potential bad debt low.

Qwest Communications Co LLC - Denver, CO

2004 to 2015

Billing Analyst II

Qwest Communications Co LLC
2004 to 2015

Responsible for researching customer claim(s) of billing error(s), initiating a corrective action, so customer bills correctly in the future, approve or deny credit request and close tickets within an assigned timeframe.

Corresponding with customers to gather more information or documentation in regard to their dispute. Identifying root cause of billing errors and identifying corrective actions and coordinating responsible parties' implementation activities.

Assess and resolve standard/non-standard issues and/or problems on own initiative.

Documenting dispute research findings and communicating these with customers.

Collections Specialist II

Qwest Communications Co LLC - Denver, CO
1997 to 2003

January 2003 thru December 2003 - Responsible for a CPE collections portfolio in excess of three million dollars across multiple BMG account segments in the Oracle billing system.

§ Received over 5 MVP of the week and 2 MVP of the month awards indicating the highest cash collected as a percentage of the individual account base.

BMG Collections Specialist

Qwest Communications Co LLC
May 1997 to December 2002

in multiple billing systems including: CASPER, CRIS, Oracle and SOFI.

§ Experienced in collections for local, long distance, customer premise equipment and various voice and data network services.

§ Accountable for resolving customer disputes and ensuring proper application of customer payments.

§ Responsible for dunning past due customers and notification of delinquency.

§ Experienced in balancing inbound and outbound customer calls with account reconciliation and dispute management.

Education

Bachelor of Science in Business Management

Metropolitan State College - Denver, CO

Skills

- Large and small business collections
 - Local government, special district, county government, state government and federal government collections
 - Account reconciliation
 - Billing dispute resolution
 - Negotiation and mediation
 - Legal account/write-off processing
 - Customer service and correspondence
 - Microsoft Excel, Word and Outlook

