

Lori Hernandez

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Accomplished and energetic Credit & Collections Officer with a solid history of achievement in Accounts Receivables. Motivated with strong, organizational and prioritization abilities. Track record of achieving exceptional results in collections and very minimal bad-debt write offs. Maintained a 32.6 or less DSO for over a 2 year period.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

WORK EXPERIENCE

Credit & Collections

D&R Products, Inc. changed name to Reprographic Technology USA, Inc. - Fort Collins, CO - December 2003 to Present

Name changed to RTUSA*

Office Manager

Credit & Collections - 2015 to 2015

- Receive payments and post amounts paid to customer accounts.
- Arrange for debt repayment or establish payment schedules, based on customers' financial situations.
- Advise customers of necessary actions and strategies for debt repayment.
- Confer with customers by telephone to determine reasons for overdue payments and to review the terms of sales or credit contracts.
- Locate and monitor overdue accounts, using computers and a variety of automated systems.
- Answer customer questions regarding problems with their accounts.
- Record information about financial status of customers and status of collection efforts.
- Negotiate credit extensions when necessary.
- Perform various administrative functions such as recording address changes and purging the records of deceased customers.
- Full Cycle Billing
- Accounts Payable
- Office Manager
- Checkbook Reconciliation (Weekly)
- Month End Reporting
- Customer Service
- Sales
- Daily Bank Deposit
- Daily Bank reconciliation
- Knowledge of NAV 2015

EDUCATION

High School Diploma

Minatare High School - Minatare, NE

May 1985

ADDITIONAL INFORMATION

Skills

Customer and Personal Service Computers and Electronics

Judgment and Decision Making Time Management

Monitoring Telecommunications

Administration and Management Active Listening

Clerical English Language

Critical Thinking Negotiation

Coordination