

THOMAS SCHUMACHER

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CLIENT RELATIONS ~ ACCOUNT MANAGER/EXECUTIVE

Collaborative and energetic business professional with over 10 years experience in client relations and account development. Skilled strategist distinguished for conducting detailed evaluations of procedures to implement processes that improve efficiency. Exceptional communicator with strong troubleshooting, problem resolution and employee supervision background.

AREAS OF EXPERTISE

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|-------------------------------|---------------------------------|-------------------------|
| ▪ Inside Sales | ▪ Operational Management | ▪ Process Improvement |
| ▪ Resource Allocation | ▪ Client Relationships | ▪ Due Diligence Actions |
| ▪ Contract Negotiations | ▪ Portfolio Development/Support | ▪ Microsoft Office |
| ▪ Strategic Analysis/Planning | ▪ Collaborative Teamwork | ▪ Communication Skills |
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PROFESSIONAL EXPERIENCE

VICE PRESIDENT – CLIENT RELATIONS 2000 – PRESENT BENEFACTOR FUNDING CORP., DENVER, CO

Commercial Factoring Company responsible for financing small businesses including: AeroGrow, Tablerock Land Services, GAVS Technologies and Bob Holtz Services.

Lead a team of 4 account managers and train on all office policies and procedures, including best practices for communications. Prepare daily and weekly reports on company and client financials and disseminate results to CEO and clients each week. Establish credit limits for client accounts and manage collection process to prevent fraud and guarantee prompt payment of outstanding invoices.

- Manage all aspects of large portfolio of client accounts totaling over \$5M.
- Uncovered client fraud up to \$150K and managed successful loss prevention collect out.
- Revamped End of Month processes decreasing time to complete by 25%.
- Negotiated vendor contract that saved the company in excess of over \$20K over a three-year period.
- Established relationship with past client and secured their current business in excess of \$1M/month.

CREDIT & COLLECTIONS MANAGER/LOGISTICS COORDINATOR 1992 - 2000

ZOOM DELIVERY SERVICE

Direct, train, and develop team members in order to support operations related to credit and collections. Helped prepare for a successful acquisition and was asked to stay on the board after the sale of the company.

- Helped company grow from 6 to 150+ people; client retention, inside sales, client negotiations and customer service.
- Promoted to Credit and Collections Manager.
 - Managed Accounts Receivable; negotiated payment plans for delinquent clients
 - Set up all terms and conditions for A/R and collections for company.
 - Negotiated payment plans as large as \$50K.
 - Created new processes bringing several hundred thousand dollars' worth of AR down from 68 days to 32 days.
- Promoted to Logistics Coordinator within 3 months.
 - Responsible for hiring, training, and terminating of drivers; created procedures.
 - Managed staff of 14 routes/drivers.

EDUCATION

Metro State University of Denver, Denver, CO

- Economics, Business Administration, Industrial Design

Southeast Community College, Lincoln, NE

- Economics, Accounting