

Sheri Cordova

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720-975-4977

Authorized to work in the US for any employer

Work Experience

Accounts Receivable Specialist

Sunrise Medical - Boulder, CO

October 2018 to August 2020

and collections for over 400 accounts - maintenance and service of customer accounts. Providing positive feedback to create working relationships with each customer. Keeping respectful contact with internal and external customers.

Post payments collected during performance of account collections, using authorized methods of collection, including phone calls, email and letters. Review credit worthiness and update accounts to correspond with historical and new credit terms.

Breakthru Beverage Colorado - Denver, CO

February 2014 to May 2018

80230

Provided support and assistance to department management - collect, reconcile and maintain positive relationships with high profile clients, making independent management decisions to problem solve regarding account inquiries. Work with sales reps/department managers to satisfy both parties through negotiations and meetings creating new procedures to accommodate change. Contact and follow up on discrepancies to resolve problems within acceptable time frames. Managed three direct reports handling employee concerns, scheduling, and training. Maintain financial reporting as needed for Sales Representatives, Managers and Directors, open new accounts, run credit reports and approve/decline credit terms. Supervise 3 direct reports and provide support, training and education for all new and existing department associates.

Customer Care Assignments

RH Accountemps - Denver, CO

April 2011 to December 2013

of no less than 6 months.

Acme Manufacturing: Collections, cash applications, customer account reconciliation and relationship management.

Wells Fargo Bank: Cash reconciliation for wealth management department, daily reporting of discrepancies to Controller and monthly file management.

Roofing Supply Inc.: Credit approval, collections, cash applications, customer account reconciliation and proficient in Get Paid collections software.

Credit Specialist

Miller International/Rocky Mountain Clothing - Denver, CO
May 2001 to December 2009

Denver, CO 80230

Reduced time and costs and increased efficiency by introducing new collections procedures.
Renegotiated payment terms with dozens of customers. Implemented process improvements to secure prompt and regular receipts for the organization. Verified details of transactions, including funds received and total account balances. Opened and assigned new client accounts. Rectified escalated account issues from customers and sales representatives.
Researched and resolved billing and invoice discrepancies.

Education

Credit Specialist in Accounts Receivable/Business Credit

NACM - Denver, CO
January 2004 to Present

Certificate

Front Range Community College - Westminster, CO
2004

High School Diploma

Thornton High School - Thornton, CO

Skills

- Quality-focused professional with 8-10 years of experience in customer service and maintaining positive internal and external customer relationships, providing administrative support to achieve daily goals and objectives. First point of contact for customers, handling questions and routing individuals to appropriate departments. Receiving, processing, calculating and balancing customer paperwork. Process legal documents as deemed necessary to follow internal procedures. Maintained files to provide accurate reference material for access at future dates. Reconciliation of accounts to provide accurate information and report generation. Trained subordinate employees to perform office tasks need to complete daily and monthly processes. Order and maintain office supply inventory. Research files and provide information upon request. (10+ years)
- Account Reconciliation
- Accounts Receivable
- Credit Analysis