

# TONYA HODGES, CICP

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## **OBJECTIVE:**

Initiative-taking accounting professional with 16 years of accounting experience. Seeking a new position where I can demonstrate my accounting skills and experience throughout my career. Well versed in credit, collections and dispute management. Consistent history of analyzing credit processes, identifying potential risks, and proposing effective solutions. Proven leadership and training ability with strong communication, interpersonal and relationship building skills. An organized, dependable, meticulous person who works well independently and also enjoys being part of a team.

## **AREA OF EXPERTISE**

- 20 years - Customer Service, Business Management and Documentation
- 10 Years - Account Reconciliations, Journal Entry Preparation and Input, Financial Report Creation and Analysis, Credit Limit Analysis, Sox Compliance, Internal and External Audit Report Creation, Analysis and Support
- 13 Years - Account Collections, Payment Application and Credit Evaluations for a Multi-Million Dollar Corporation as well Accounting Procedure Writing and Development
- 10 Years - Accounts Payable, PCard Implementation and Management, Intercompany Account Reconciliation, Research and Payments.
- Extensive Problem Solving and Resolution

## **RELATED EXPERIENCE:**

### **Otter Products, Inc December 2015 - May 2019 Accounts Receivable Specialist**

- Responsible for collections on all accounts letter A through N. Around 80 accounts ranging from 25-50 Million in sales.
- Creating credit memos for short shipments, damages, and other miscellaneous issues.
- Creating invoices for miscellaneous issues.
- Commissions entry configuration, journal entry and check request.
- Customer check requests for credit memos.
- Improving tax certification procedures.
- Collections calls and follow up.
- Audit document fulfillment.
- Updated accounts to 97% current from 75% current during my second month.
- Miscellaneous jobs as needed.

### **Advanced Energy Industries August 2007 - November 2015 Credit Analyst**

- Assisted in the Collection Processes for over 200 Accounts at a \$300 Million Public Corporation, Procedures and Training Manual.
- Handled bad debts write off entries and reconciliation for a multi-million dollar corporation.
- Payment application on 200+ credit accounts.
  - Credit Card Payments
  - Letter of Credit Payments
  - Wire and ACH Payments
  - Payment Research
  - Payment Applications with Credit and Debit Memos
- Problem solving sessions for the credit department and all processes and procedures.
- Account creation and monitoring for 200+ credit accounts. All new account evaluations and yearly reevaluations.
- Audit report creation and regulation for internal and external audit.
- Journal entries for credit payments, vendor invoices, payment issues, fees, and miscellaneous AR postings.
- Weekly, monthly, quarterly and ad hoc report creation and monitoring.
- Minimize Days Sales Outstanding (DSO), account balances over 90 days past due, and unapplied payments while increasing % current
- Prepare meeting agendas, summarize key information and create reports
- International Collections and credit evaluations on 100 plus credit accounts.
- Consistently use collections reporting and metrics to drive performance
- Use assertive yet sensitive communication techniques in dealing with delinquent customers and ensure that proper follow-up is established.
- Reduce bad debt write-offs and maximize cash receipts, while being sensitive to all customers and business changes.
- Accurately monitor and document customers whose aging becomes severe; recognize write-off concerns.
- Promote strong collaborative relationships between the Credit & Collections teams and all other company internal teams, especially Sales, Accounting, Finance and Customer Service.
- Assist with development and execution of training programs.

**Good Day Pharmacy**  
**July 2006 - August 2007**  
**Accounting Clerk**

- Daily paperwork for all pharmacies.
- Accounting paperwork for AR and AP at different points in my tenure.
- Account reconciliation for all branches of the pharmacy.
- Cash deposits and reconciliations for first and third party vendors.

- Customer account monitoring for payments, credits, disputes.
- Payment Application on account.
- Vendor set up.
- Collections on 150+ credit accounts.
- Medicaid Billing.

**Wal-Mart Corporation**  
**June 2004 - August 2007**  
**Intern**

- Daily store deposits for the multimillion dollar retail establishment.
- All employee drawer reconciliations and cash distribution for all cashiers.
- Daily check tendering for the multimillion dollar retail establishment.
- Staff management, ordering of supplies and various miscellaneous accounting duties.

**Tricon Corporation**  
**June 1997 - June 2004**  
**General Manager**

- Promoted steadily from crew member to general manager.
- Daily paperwork and cash reconciliations for .
- Hiring, training and coaching.
- Inventory and ordering supplies

**TECHNICAL SKILLS:**

Advanced Excel, Word and Adobe. Bad Debt Write Off Entries. SAP ERS System Input, Infor M3 System Input, Testing and Reporting. Financial Analysis. Credit Analysis. Collections.

**MEMBERSHIPS:**

National Association of Credit Managers 2012 - Certified International Credit Professional - CICP

Credit Member since 2012

Fred Pryor Member since 2014. Business, Accounting, and General Self Improvement Classes.

**EDUCATION:**

Bachelor of Science - Accounting 2007 3.5 GPA

Bachelor of Science - Psychology 2000 3.5 GPA