

Greg St. Arnault

55125

7281

7032 Montrose Rd. ♦ Woodbury, MN

gst.arnault@hotmail.com ♦ (651) 747-

Summary of Qualifications

Accomplished, reliable, and highly-motivated business professional with valuable and transferable talents, positive personality traits, and over 15 years of financial services experience:

- Exceptional analytical, organizational, planning, and interpersonal skills; Proven abilities to negotiate, supervise, train, communicate, exceed objectives, and problem solve.
- Outstanding dispute resolution skills, ability to multi-task duties to successful completion, and able to make sound decisions in a fast-paced environment.
- 7+ years of Call Center Collections Supervisory experience.
- 7+ years of Account Management in Commercial Business Insurance Accounts Receivables and Collections.
- Customer-focused, adaptable, dependable, perceptive, and trustworthy.
- Conscientious and committed to completing tasks and projects.
- Microsoft - Excel, Word, and Outlook; Oracle; Lotus Notes

Work Experience

ANTHEM
Eagan, MN

Financial Operations Recovery Specialist Lead

2018 to Present

Provide support to the Accounts Receivable Manager on the coordination of the day-to-day job responsibilities of AR Staff, along with helping to provide guidance to staff on adherence to policies, procedures, priorities, and objectives. Provide performance reporting and analysis to assess overall departmental performance, along with overseeing process controls and improvements within Cash Applications and Collections. Provide Management with feedback and recommendations on staff performance-related matters.

Key results:

- Implemented Collector Auditing/Scoring system based upon review of three separate monthly Aging Reports and individual account review.
 - Developed Group and Individual Collection Calendars as guideline for Collection Staff.
 - Organized and re-directed internal reconciliation efforts on Individual billed products, including Delta Dental, Horizon, and Anthem DB-Cobra.
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ANTHEM
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Sr. Credit & Collections Specialist / Account Manager

2012 to 2017

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Manage national commercial accounts, representing multiple lines of business, including Anthem, Blue Cross Blue Shield, Empire, Delta, and Securian. Work with companies to resolve delinquent account balances, reconcile short and over payments, place Claims processing on Hold, Terminate and Reinstate group coverage. Facilitate action and resolve issues between Groups, National Account Reps, Enrollment, Marketing, and Billing. Lead trainer of new collector hires.

Key results:

- Created email templates for Delinquent Notices, Claim Holds, and Terminations. These templates are now used by the other collectors and have significantly increased production.

Sr. Credit & Collections Specialist / Account Manager (continued)

2012 to 2017

- Instituted a consistent generation of timely Collection Letters on a monthly basis, notifying groups and National Account Managers.
 - Implementation of monthly collection schedule that has decreased past due group balances for Empire, BCBSGA and Anthem to less than 1.50%.
 - Established productive cross-functional working relationships with Billing Coordinators, Enrollment Representatives, Implementation Coordinators, and Marketing Representatives, creating better, and timely, Customer Service for the groups.
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ARC (Allied Recycling Consultants)
Chippewa Falls, WI

Woodbury, MN /

Logistics Manager

2010 to 2012

Coordinated and booked shipments to multiple refining facilities within the United States. Analyzed and developed spreadsheet reports that enabled clear tracking of costs and materials from shipper to destination.

Key results:

- Built Shipment Status spreadsheet, enabling ARC management to clearly track and analyze outstanding shipments, thus improving productivity and individual accountability.
- Decreased settlement lag time from 60+ days to 35 days as a direct result of increased follow-up with refiners.
- Negotiated with nationwide freight brokers and trucking companies to ensure the best shipping rates, saving an average of 25% per shipment.

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ALLIANCEONE, INC.
Eagan, MN

Supervisor
2008 to 2010

2000 to 2004 and

Developed and enhanced collectors' skill set. Led and motivated collectors to reach goals in a high-stress, fast-paced environment. Implemented tracking strategies to assist in both setting and reaching goals based upon client needs. Trained and developed a team of collectors on how to approach and assist with repayment plans during multiple economic environments.

Key results:

- Exceeded team yearly projection while reaching monthly goals 11 of 12 months.
 - Generated team-leading collections on a consistent basis. Established Alliance One as a top-ranked agency for Capital One Bank Card.
 - Developed and implemented financial strategies, processes, and controls to consistently place in the top two for client liquidation rankings.
 - Developed account strategies to maximize coverage and collections based on account score, derogatory ratios, and placement dates.
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WESTERN WI TITLE & ABSTRACT, Inc.
Eau Claire, WI

Owner and President
2004 to 2008

Networked with local real estate agents, bankers, attorneys, and building contractors to gain market share in a highly competitive market. Performed title examinations, negotiated title fees, coordinated and executed residential, as well as, commercial real estate closings. Analyzed Accounts Payable, Accounts Receivable, payroll, and managed the operating budget.

Key results:

- Maintained \$27 million title insurance policy value during a declining real estate market.
- Successfully balanced marketing, abstracting, closing, and accounting while running a small business.

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TRIAD FINANCIAL SERVICES
Heights, MN

Mendota

Collections Representative

1998-1999

Contacted delinquent credit card-holders to negotiate settlement and repayment plans. Developed solid communication, organizational, and team building skills.

Key results:

- Achieved Top Collector status by collecting \$50k per month within a six month period.
- Developed inventory management strategy and calling system copied by other collectors and managers.
- Exceeded individual monthly projection 16 out of 18 months.

Education

University of Wisconsin - Eau Claire
Claire, WI

Eau

Bachelor of Science, Business Finance

1992

- Earned Wisconsin Title Insurance License and completed numerous supervisory courses.