

# Natalie Rodriguez

Accounts Receivable Specialist

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- Detail-oriented Accounts Receivable professional with 3+ years of experience in cash application, collections, and customer account management
- Proven track record of reducing DSO by 18 days and collecting \$275,000 in overdue accounts through strategic follow-up campaigns
- Proficient in QuickBooks, SAP, and advanced Excel functions including pivot tables and aging report creation
- Strong communication skills with ability to maintain positive customer relationships while ensuring timely payment collection
- FDCPA compliant with experience in B2B collections and payment plan negotiations

## WORK EXPERIENCE

### Midwest Manufacturing Solutions, Chicago, IL

March 2022 - Present

#### Accounts Receivable Specialist

- Reduced past-due accounts by 42% within first six months through implementation of systematic follow-up procedures and customer outreach campaigns
- Process average of 200 invoices weekly with 99.7% accuracy rate using SAP AR module and automated payment matching
- Recovered \$275,000 in delinquent accounts through persistent negotiation and customized payment plan development
- Maintained 96% customer retention rate while achieving aggressive collection targets through diplomatic communication approach
- Created Excel-based aging reports and cash flow forecasts that improved management visibility into receivables performance
- Collaborated with sales team to resolve billing disputes and implement credit hold procedures for high-risk accounts

### Regional Business Services, Schaumburg, IL

June 2021 - February 2022

#### Junior Accounts Receivable Clerk

- Processed daily cash applications and payment postings for 150+ customer accounts with zero discrepancies
- Conducted credit limit analysis and risk assessment for new commercial accounts up to \$50,000
- Reduced average collection time from 45 to 32 days through proactive customer communication and follow-up scheduling
- Assisted in month-end closing procedures including account reconciliation and bad debt reserve calculations
- Maintained detailed documentation of customer interactions and payment commitments in CRM system

### First National Bank, Chicago, IL

September 2020 - May 2021

#### Customer Service Representative

- Balanced cash drawer daily with 100% accuracy over 9-month period while processing 75+ transactions daily
- Resolved billing discrepancies and processed account adjustments following strict banking compliance procedures
- Developed strong communication skills through 60+ daily customer interactions involving sensitive financial discussions
- Achieved 98% customer satisfaction rating while handling complex account inquiries and payment processing

## EDUCATION

### University of Illinois at Chicago, Chicago, IL

Graduated: May 2020

#### Bachelor of Science in Accounting

GPA: 3.6/4.0

Relevant Coursework: Accounts Receivable Management, Financial Accounting, Business Law, Advanced Excel, Credit and Collections, Financial Analysis

## SKILLS

### Technical Skills

- ERP Systems: SAP AR Module (3 years), QuickBooks Pro (4 years), Oracle Financials (1 year)
- Advanced Excel: VLOOKUP, Pivot Tables, Aging Report Creation, Cash Flow Modeling
- AR Software: HighRadius Collections, Billtrust Payment Hub, CashAnalytics
- Credit Analysis: Dun & Bradstreet, Experian Business Credit Reports

- Electronic Payments: ACH processing, Wire transfers, EDI payment systems

## Collections & Communication Skills

- FDCPA Compliance and Ethical Collection Practices
- Payment Plan Negotiation and Restructuring
- Skip Tracing and Account Investigation
- Credit Limit Analysis and Risk Assessment
- Bilingual Communication (English/Spanish)

## AWARDS & RECOGNITION

### Outstanding Performance Award

2023

#### Midwest Manufacturing Solutions

Exceeded collection targets by 125% while maintaining highest customer satisfaction scores

### Dean's List

Fall 2019, Spring 2020

#### University of Illinois at Chicago

Maintained 3.8+ GPA while working part-time

### Customer Service Excellence Award

2021

#### First National Bank

Resolved 97% of customer complaints on first contact

### Accounting Club Case Competition, 1st Place

2020

Developed comprehensive AR improvement strategy that reduced theoretical DSO by 22 days

## PROFESSIONAL DEVELOPMENT

### Certified Accounts Receivable Professional (CARP)

2023

#### National Association of Credit Management

### QuickBooks Pro Certification

2022

#### Intuit

### Advanced Collections Strategies Certificate

2022

#### American Collectors Association

### FDCPA Compliance Training

2021-2023

Completed annually 2021-2023