



# ESSEX TEMPORARY SERVICES<sup>INC</sup>

Established 1966

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**For further assistance call The Essex Companies at 212-391-1515**

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## S U M M A R Y

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- Supported Major clients including Walmart, Target and Office Depot
- Handled approximately \$200,000,000 in luggage distribution
- Recovered over 80% of all debts assigned

## E X P E R I E N C E

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CITIZEN WATCH GROUP, New York, New York  
Senior Accounts Receivable Collector, 2010-2018

Analyzed customer outstanding balances. Maintained good working relationships with store and regional managers to resolve collection disputes and errors. Recovered over 80% of all debts assigned, organized collection requirements, sent statements and Dunning letters, and initiated and orchestrated telephone contact for collection of past-due accounts. Monitored payment performance and financial liquidity of existing customers in delinquent status. Maintained a "Senior" portfolio of accounts deemed more difficult to manage, high profile, large dollar, and high volume. Prepared reports utilized to conduct monthly accounts receivable reviews, using Excel and Word. Assisted in special projects as needed, utilizing Excel and Word.

- o Significantly reduced past-due balances by 85%.  
Enforced collection guidelines and procedures.
- e Empowered customers by developing payment plans and promoting a positive outlook.

STANDARD MOTOR PRODUCTION, LLC, New York, New York  
Deduction Coordinator/Collection Analyst, 2003-2010

Reviewed assigned account portfolio and prioritized customer contact. Collected on open invoices and resolution of chargebacks. Addressed delinquency in a timely manner via phone or correspondence. Performed account reconciliation with respect to invoice and chargebacks. Provided internal and external documentation as required. Recognized problem accounts and alerted management in a timely manner. Researched and validated retailers' chargebacks. Worked with internal customers, i.e., Credit Department, Sales, and Customer Service, to resolve account issues.

- o Developed a spreadsheet report on Excel to collect money on Napa chargebacks.

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## A D D I T I O N A L E X P E R I E N C E

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MONARCH LUGGAGE COMPANY, New York, New York, Accounts Receivable Analyst, 1993-2003. Handled cash posting on the A/R subsidiary ledger, approximately \$200,000,000 distribution of luggage. Performed account reconciliation and credit analysis. Prepared customer statement and closing report on the Richter system. Handled customer collection phone calls, the bank deposit, and spreadsheet summaries. Wrote Dunn letters and emails to clients regarding account status, disbursement scheduling, and payment trends. Oversaw receivables reporting for incoming checks and deductions as well as customer disbursement scheduling and payment trends. Interfaced with freight carriers and the warehouse for shipping discrepancies, shortages, and overages. Performed reconciliation of all chargebacks and deductions. Major customers included Walmart,

Federated, Target, and Office Depot. Effectively organized obtaining monthly payment projections from large retailer websites. Significantly reduced Walmart and Target chargebacks.

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E D U C A T I O N

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CREDIT RESEARCH FOUNDATION, Westminster, Maryland  
Certificate, Certified Collection Professional, 2010

YORK COLLEGE, Jamaica, New York  
Bachelor's Degree, Business Administration, 1993  
12 Accounting Credits