

MARCEL WADE

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Summary Qualifications

Collection Specialist that can solve an array of organizational and customer problems using Credit practices and principles. I am computer proficient in Microsoft Outlook, Windows, Word, Excel, Power Point, SAP, JD Edwards, Dunn & Bradstreet, MX Open, Navision, DTI Link, Haystack, project X , prelude(AS 400) , Citrix and Oracle

Experience

thyssenKrupp Elevator.

Accounts Receivable Specialist –March 2019 to Present

- Helping customers understand their elevator maintenance contracts and coverage.
- Contact customers to collect payments on delinquent accounts.
- Provided detail ageing reports on a monthly basis to local branches.
- Reconcile transactions and balances to maintain accurate accounts
- Sign into Billtrust to assist customers to take credit card payments.
- Work closely with sales staff and local branches to resolve issues
- Put accounts on credit hold and process liens on property
- Work with cash applications on applying credits and unapplied payments.

Keystone/LKQ Automotive.

Accounts Receivable /Collections Specialist – October 2017 to March 2019

- Resolved conditions that caused customer accounts to go on credit hold.
- Contacted customers to collect payments on delinquent accounts.
- Provided detail collection reports on a weekly basis to Credit Manager.
- Initiated periodic reviews of customer's accounts concerning their credit limits.
- Signed into Cisco dialer to assist drivers while on their routes and to take credit card payemnts.
- Reduced DSO by 46.1 days
- Met or exceeded A/R forecast with a variance of 3%
- Worked close with Sales and different locations to resolve issues that may arise.

Jaipur Living – Norcross, Georgia

Accounts Receivable Specialist – May 2016 to October 2017

- Evaluate customers' orders on credit hold report to see if they could be released.
- Resolve issues and conditions that caused them to go on hold or over credit limit.

- Contact customers to collect payments on delinquent accounts.
- Provide detail collection reports on a Bi weekly basis to Credit Manager and CFO
- Initiate periodic reviews of customer's accounts concerning their credit limits.
- . Initiate credits and refunds on customer accounts
- Fill in while AR Supervisor was not available
- Perform all activities relating to our Key Customers.
- Initiate contact between 30 to 50 customers daily via email or phone.
- Reduced DSO by 45 days.
- Process credit card transactions and account offsets.
- All other duties as assigned, such as Auditors support.
- Met or exceeded A/R forecast with a variance of 4%.

Pareto Group - Atlanta Georgia

Contractor - Assignment with DTI (Document Technology Imaging) - January 2016 – May 2016

- Contact customers to collect payments on delinquent accounts by telephone and emails.
- Periodic credit review of existing customers
- Monitor deductions taken by customers
- Reconcile transactions and balances to maintain accurate accounts.
- Set up new customer accounts based on policy and procedures.
- Initiate credits and adjustments to customer accounts.
- Negotiate payment programs with delinquent customers
- Identified, initiated and facilitated resolution of customer issues.

Momar Inc.-Atlanta Georgia

Credit Manager/AR coordinator –March 2015 – November 2015

- Contacted customers to collect payments on delinquent accounts by telephone and emails.
- Ran monthly accounts Receivable reports and Commissions reports
- Released orders on a daily basis for shipping
- Updated Taxes for our credit files
- Prepared delinquent accounts for collections
- Received incoming calls and gave professional customer service regarding their account.
- Continuously reassessed and reviewed workload priorities to meet the stated objectives.
- Made outbound calls, responded to emails and faxes for customer request.
- Negotiated payment arrangements on past owing receivables.
- Monitored over 500 customers with 3 million in revenues throughout the US,

- Identified, initiated and facilitated resolution of customer issues.
- Work with Customer service to resolve issues with Customers and Salesmen.
- Run and review DNB credit reports for new customers so Credit Manager can set credit limits.
- Handled escalated customer issues from the collections rep and Sales department.
- Identify and prepare bad debit for CFO.
- Provided weekly report on status of Receivables and aged out balances
- Processed customer billings in Ariba system for special customers.

The Intersect Group - Atlanta Georgia

Contractor - Assignment with Rock Tenn. -December 2014 – March 2015

- Contacted customers to collect payments on delinquent accounts by telephone and emails.
- Received incoming calls and gave professional customer service regarding their account.
- Made outbound calls and responded to emails and faxes for customer request.
- Identified, initiated and facilitated resolution of customer issues.

Superior Essex Communications - Atlanta Georgia

Credit and Collections Specialist - July 2010 to October 2014

- Contacted customers to collect payments on delinquent accounts by telephone and emails.
- Received incoming calls and gave professional customer service regarding their account.
- Continuously reassessed and reviewed workload priorities to meet the stated objectives.
- Made outbound calls, responded to emails and faxes for customer request.
- Negotiated payment arrangements on past owing receivables.
- Monitored over 500 customers with 3 million in revenues throughout the US, International and Canada.
- Identified, initiated and facilitated resolution of customer issues.
- Managed our ship and Debit rebate program with select customers.
- Run and review DNB credit reports for new customers so Credit Manager can set credit limits.
- Handled escalated customer issues from the collections rep and Sales department.
- Identify and prepare bad debit for Credit Manager.
- Provided weekly report on status of Rebate program.
- Processed customer billings in Ariba system for special customers.
- Maintained AR ageing report in the 1-30 day past due at an average of 93% current.
- Reduced DSO at an average of 35.5 days or less on US and Canadian accounts.

Superior Essex communications - Atlanta Georgia

Credit and collections - December 2007 to July 2010

- Contacted customers to collect payments on delinquent accounts by telephone and emails.
- Collected on a portfolio of 2 million in Revenues with an average of 500 customers.
- Resolved customer deductions in a timely Manor

- Worked closely with Sales to resolve customer disputes.
- Assessed new customers to determine their credit worthiness.
- Accurately documented and maintained 500 plus accounts In US and Canada.
- Utilized knowledge of theory, principles or field of specializations to determine solutions.
- Applying funds/posting cash.
- Reconciled payments for customers.
- Provided customer with Invoice copies, Proof of Deliveries and Bill of Ladings.
- Generated Credits and Debits to customers.
- Suggested appropriate credit holds to Credit Manager.
- Managed our ship and debit/Rebate programs for special customers.
- Generated weekly spreadsheets using Microsoft excel.
- Reviewed terms of sale, service or credit contract.
- Applied and offset credits against deductions taken.
- Identified aging discrepancies and coordinate resolutions with Sales.
- Collections follow up on disputes and deductions with Customer.
- Negotiated payments arrangements, payment schedules and settlements.
- Maintained AR aging report in the 1-30 day past due at average of 96% current.
- Reduced DSO at an average of 37.5 days or less on US and Canadian accounts.

CP Kelco - Chicago, Illinois
Credit Finance Specialist - March 2002 to October 2007

- Evaluated customers' orders on credit hold report to see if they could be released.
- Resolved conditions that caused them to occur.
- Contacted customers to collect payments on delinquent accounts.
- Provided detail collection reports on a weekly basis to Credit Manager.
- Initiated periodic reviews of customers accounts concerning their credit limits.
- Assigned credit limits to new customers.
- Provided back up to the Cash Applications Clerk when necessary.
- Reduced DSO by 46.1 days
- Met or exceeded A/R forecast with a variance of 3%

Education

Chicago State University
Bachelor in Business Administration - Marketing
Minor in Speech Communications

Chicago, IL.

