**CYNTHIA SAMPLE**

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**PROFESSIONAL PROFILE**

Results driven Credit Manager with demonstrated ability managing Credit, Collections and Accounts Receivable while providing superior customer service. Solid planning, organizational and follow-up skills.

* 15 years’ experience as Collector and 3 years as Project Manager.
* Successfully managed credit, collections and billing functions for receivables portfolio exceeding $150M, sometimes requiring high dollar collections from multimillion dollar companies such as Facebook, Microsoft, Schneider Electric and Apple.
* Proven skill at identifying customer issues, communicating with customers with a high degree of professionalism, and reaching solutions beneficial to both the company and the customer.
* **Technical skills:** Proficiency with Microsoft Office Suite (Word, Excel, & Outlook), Salesforce, AS400, Made2Manage, Sage, Epicor.

**PROFESSIONAL EXPERIENCE**

**Program Manager, *Premier Fixtures*,** Richmond, VA **May - Jul 2018**

* Managed programs consisting of multiple projects for multi-site clients.
* Ensured projects remained on time and were executed within scope.

**Project Manager*, Power Distribution Inc.,*** Richmond, VA **Feb 2015 - May 2018**

* Responsible for managing the scope and schedule of data center equipment projects and programs ranging in scope and size with values from $100K to $16M.
* Developed project teams that promoted teamwork and mutual respect while striving to exceed customer expectations.
* Ensured continual communication with function leaders and executive team to achieve successful and accurate completion of all project deliverables.
* Assisted Credit Manager in resolving project billing issues and in collecting past due accounts.

**Credit Manager, *Power Distribution Inc.*,** Richmond, VA  **Jun 2010 - Jun 2015**

* Managed the credit, collections and billing function for receivables portfolio exceeding $150M.
* Managed credit hold, credit increase requests and charge-offs and provided status updates to the Executive team.
* Researched and resolved account discrepancies & negotiated payment agreements with customers.
* Assisted Shipping Manager with International shipments, preparing appropriate documents and bills of ladings.
* Leveraged relationship with Sales and Service to reduce the number of days outstanding.

**Regional Credit Manager*, Roper Lumber Co.,*** Petersburg, VA **May 2007 - Mar 2010**

* Successfully managed receivables of branch locations with $55M in annual sales.
* Performed business owner credit analysis using Equifax.
* Consistently reviewed customer’s credit limits and controlled exposure.
* Resolved credit card disputes and took appropriate action on returned checks.
* Continually communicated with customers to resolve delinquencies and negotiate payments resulting in bad debt write-offs of less than 1% and over 90-day aged receivables of less than 3%.

**Corporate Credit Manager*, Jungheinrich Lift Truck Corp.,*** Richmond, VA **Feb 2005 - May 2007**

* Excelled in managing the receivables for this multi-million-dollar manufacturing company.
* Developed the corporate credit policy.
* Designed and implemented processes to improve cash flow.
* Hired, mentored and trained a staff of four and provide annual reviews.
* Reduce aged receivables resulting in a $1.3 million monthly increase in cash flow

**EDUCATION**

**Bachelor of Science, Business Marketing, *Bob Jones University,*** Greenville, SC **May 2004**