

# Sloan M. Kettering

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**Manager in: Accounting, Financial Operations, and/or Collections, Especially for a Major Law Firm**

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## PROFILE:

- Extensive experience working in Accounts Payable and Accounts Receivable.
- Work well in a major law firm, enjoy the diversity of daily contacts with attorneys.
- Proven ability to communicate effectively with vice presidents, CFOs and other “C” level executives, financial analysts and accountants. Enjoy the diversity of staff from a wide variety of backgrounds.
- Enormously outgoing, engaging and energetic. Dedicated, reliable self-starter. Have consistently met or exceeded quotas as a collector, and as a manager. Respected alike by colleagues and subordinates.

## OPERATIONS/ACCOUNTING COMPUTER SKILLS:

- CMS – Billing and Accounting Management Software
- CUBS/Columbia Ultimate
- Ontario Systems – FACS
- ARCS – Collection Software
- PeopleSoft
- Lotus Organizer
- Microsoft Office

## CERTIFICATIONS/SEMINARS:

- Coaching for Performance Maximization
- Management Orientation Program I and II
- Strategic Staffing/Interview Workshop
- Interpersonal Management Skills
- Performance Management
- Taking Corrective Action
- FDCPA
- State of California Qualified Manager’s License
- State of Michigan’s Department of Consumer and Industry
- Relations – Holder of Collection Agency License

## PROFESSIONAL EXPERIENCE:

SUPER MAJOR ACCOUNTS DRIVEN LAW FIRM, LLP, Baltimore, MD

*1999 to present*

### **Client Accounts Coordinator**

- Manage a billing portfolio of over **\$115 million**. Maintain a **92-96%** or higher rate of recovery on all accounts receivable. Provide superior customer service to clients, support staff and shareholders. Contact clients to verify that all billing information is accurate and that invoices are formatted to the client’s specifications.
- Maintain accurate and complete documentation of all activities performed in each client’s account, utilizing ARCS software to task and track those activities. Conduct account reconciliations to verify that accounting records are in balance with those of the client’s. Record, research and assist the attorneys with billing disputes. Ensure that firm is compliant in its engagement with the client. Process all necessary adjustments and write-offs in order to maintain accounts integrity.
- Negotiate settlements and alternative payment arrangements. Conduct bi-monthly reviews with the office-managing shareholder, and the director of administration, for nationwide offices within portfolio. Provide accurate details of work activity on accounts deemed as “high risk.” Suggest alternative means of collecting these accounts, up to and including assignment to outside collection specialists, as well as to collection attorneys for the purpose of filing suit.
- Conduct on-site office visits to New York, Washington, D.C. and Montgomery County, Maryland offices, meeting with all shareholders to review the status of each of their client’s accounts and discuss all options and necessary steps to take in the pursuit of the balance of the client’s accounts. Provide ongoing assistance to department managers. Offer/implement new procedures, which streamline collections and minimize costs. Provide guidance to cash applications departments to ensure that payments posted to clients’ accounts are accurate and timely.

MULTINATIONAL CORPORATION INC., Baltimore, MD

1998 to 1999

**Collection Manager**

- Maintained superior customer service for **over 20 branches**, servicing **over 19,000 clients**. Hired/trained credit managers and credit clerks. Assisted in the implementation of Credit Department policies/procedures related to the use of new PeopleSoft software. Created Recovery Department, handling all agency/legal assignments nationally, as well as all bankruptcy accounts. Implemented policies for the handling and assignment of agency/legal accounts. Oversaw A/R portfolio and 12 credit managers with **receivables of \$215 million** annually. Monitored activities of the credit managers and their adherence to company policies/procedures. Created new procedures and managed processes for the transfer of the remaining A/R from a legacy system to the new PeopleSoft System.

CSC CREDIT SERVICES, Baltimore, MD

1986 to 1998

**Collection Manager**

- Recruited/hired/trained all collectors/skip tracers. Maintained profit margins within the corporate guidelines by monitoring costs, payroll expenses and staff production levels. Also monitored work efforts and adherence to cash control for the accounting department. Handled all aspects of client services through on-site visits and telephone contacts. Monitored two client service representatives to ensure all aspects of client satisfaction. Supervised/motivated staff of 18-25 collectors/skip tracers; met or exceeded revenue goals. Ensured adherence to state regulations/Fair Debt Collection Practices Act (FDCPA).
- Acted as agent for medical clients in settlement negotiations on Worker's Compensation lien claims through court hearings/trial appearances. Reviewed litigation accounts for assignment to legal department. Responded to debtor complaints filed with the Federal Trade Commission, Better Business Bureau, district attorneys. Maintained extensive knowledge of credit reporting/Fair Credit Reporting Act (FCRA).

**Project Manager**

- Company liaison to State of California for beginning outsourcing program recovering delinquent motor vehicle registrations. Created/implemented new work standards designed for collecting these accounts. Trained 12 collectors, two client service representatives, two payment processors and one unit supervisor. Handled collections from data transfer upon assignment to closure/return of accounts to the State.

**Unit Supervisor**

- Collected medical accounts through insurance billing/telephone contacts. Performed effective skip tracing through use of CBI/Equifax credit reports and the offices of State Tax Assessors, Board of Equalization, voter registration; utilized CD-ROM databases. Obtained location information, retrieved receivables from: individual consumers, small businesses and corporations. Maintained an up-to-date knowledge of relevant laws and company policies/procedures; assisted collections manager in answering questions internally.

**PRIOR:**

HYATT REGENCY, Baltimore, MD

**Front Desk Shift Manager/Night Auditor**

- Supervised/scheduled/coordinated activities of desk clerks. Sold/reserved tours, filed daily occupancy reports and future occupancy projections. Balanced daily receipts for four hotels and one restaurant.

RADISSON HOTEL AT CROSS KEYS, Baltimore, MD

**Night Auditor**

- Coordinated all client services from check-in to departure. Posted room, tax, phone and movie charges to guests' accounts. Balanced daily revenue reports and completed daily bank deposits.

**EDUCATION:**

**Accounting, General Studies** — Strayer University, Washington, DC