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//OPEN TO RELOCATE//



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Goal-Oriented Finance Manager with 10+ Years of Risk Management & Collections Experience

SOFT ON THE PERSON, HARD ON THE PROBLEM

The operative view is the heart of my management and execution is crucial. The key is to develop a strategic perspective together with the Region and Corporate teams to engage and ensure efficiency across the organization. High responsibility and accountability in every action allows me to lead with the example guiding team members to self development and success. Cash is Queen!

Expertise

- Finance
- Accounting
- Risk Management
- Project Management
- ERP Implementation
- Billing
- Collections
- Cash Applications
- Hiring
- Team Development

Skills

- Problem solving
- Communication
- Leadership
- Innovation
- Transition
- Transformation
- Diversity & Inclusion
- International Business

Education

ADVERTISING / SPECIALITY
2017

FINANCE / MASTER
2007

TRANSLATOR / BACHELOR
2004

Universidad Autonoma de
Nuevo Leon, Mexico

PROFESSIONAL WORK EXPERIENCE

JOHNSON CONTROLS

(August 2017 – October 2020)

Buildings efficiency company transforming environment where people work, live, learn and play.

Last Position: ORDER TO CASH MANAGER

Reporting directly to: FINANCE VP + CASH MANAGEMENT + SHARE SERVICE DIRECTOR

Responsibilities

- Leader of team **100+ FTE** in credit and collections department for North American market.
- Accelerated goal by **110% in collections** during Fiscal year 2020.
- In charge of **4 business units** ensuring compliance with key **KPIs and Financial Indicators**: Past Due Rates + Credit Policies + Revenue & losses
- Determinate financial insights based on strong knowledge of **US GAAP** to dig into **big amounts of data** and presenting actionable, clear, simple and impactful results for upper management
- Guarantee **monthly, quarterly and annual closing processes** of P&L
- **Lead in transition** of OTC (Europe, US and Canada), assisting in standing up Global Business Center in Monterrey executing project management excellence in: **Progress Tracking & Reporting + Communication Management + Resource Management + Risk Management + Quality Assurance + Technology Alignment + Transitioned operations: Customer Master Data + Electronic Billing + Collections + Credit Review & Analysis + Cash Applications**

Main Achievements:

- Past Due Rates: decreasing from 26% to 18% last fiscal Year: Total Receivables \$650M
- Credit Policies: Credit Lines Review Improvement from 55% to 95%: Total lines to review: 3500
- Revenue & losses: Dispute Management to decrease revenue impacts: Total dispute \$35M : \$5M reduction
- Business receivables against ledgers: HFM reconciliation against ledger monthly zero discrepancies
- Cash Target versus Open Receivables: Cash collected \$350M US monthly
- Cash collected and unapplied: Decreasing unapplied rates from 25% to 10%
- Successful transition from zero: Pre – Discovery > Discovery > Transition > Dry Run > Hyper Care > Sign Off

WORK EXPERIENCE *CONTINUED*

International

INTERSHIP

University of Texas at AUSTIN

TRANSITIONS

- Argentina
- USA
- Slovakia
- Canada

Languages

- Spanish
(*native*)
- English
(*fluent written & spoken*)

Courses & Certifications

- McKinsey Academy A2E Organization Health
- Six Sigma: Green Belt
- SEP Trainer and Course Developer
- Official Translator
- ITESM Entrepreneur
- ITESM Innovation

TEC MILENIO UNIVERSITY

(February 2014 – December 2016)

University subsidiary of Instituto Tecnológico de Monterrey ITESM

Position: FINANCE COURSE DESIGNER

Reporting directly to: COURSE COORDINATOR

Responsibilities: to **develop** next **topics**

- **Stock** Exchange & **Market** Trends
- **Investment** Projects
- **Financial** Mathematics

Main Achievements:

- Courses completed prior due date
- Video content created + WEB based presentations

LENOVO

(April 2011 – February 2014)

Computer innovation, software and mobiles

Position: LATAM & NA COLLECTIONS

Reporting directly to: Credit and Collections Manager

Responsibilities:

- **Management of Collections**, leasing, warranties claim, warranties fees, and loaners
- **DSO reduction** quarterly coordination
- Successfully implemented improvements Certified by **Green Belt Project**, leading to a decrease in reaction time for collection coverage.
- Plan, coordinate and control collections department **transition** from Mexico to Argentina

Main Achievements:

- Reduction on collections process by implementing a massive communication model able to reach big volume customer in 10 minutes. Time reduction: from 8 hrs to 10 min. Tools Excel Macros. Access and Outlook

REGIOFINANCIERA

April 2010 – October 2010

Small business bank. Finance services & loans

Position: CREDIT & COLLECTIONS SUPERVISOR

Reporting directly to: Credit and Collections Manager

Responsibilities:

- Lead credit risk **initiatives**
- Credit and collection **processes implementation**
- Collection **strategy execution**

Main Achievements:

- Processes implementation, Visio, SharePoint & training material
- KPI design and execution on credit reviews + collections from zero to baseline for measurements

Interests

- Economy
- Sustainability
- Political Science
- Travelling
- Video Games
- Photography

Tech

- SAP
- Oracle
- GetPaid
- Power BI
- Salesforce
- SharePoint

HSBC MEXICO: BANK

(September 1999 – March 2010)

International Bank Financial Services

Position: SENIOR CREDIT & COLLECTIONS ANALYST

Reporting directly to: ACCOUNT RECEIVABLES COORDINATOR

Responsibilities:

- **Collections** for long enterprise
- **Risk management** for personal loans, long enterprises, and mortgages
- Documentation and standardization of **fraud identification** processes
- Credit renovations & **payment plans negotiations**
- Customer segmentation for **preventive, soft, and hard collections**

Main Achievements:

- Management of all types of bank financial services from credit cards to mortgages + long enterprises loans
- Monthly audit to credit lines in record time. 500 lines project to reduce backlog to zero in 20 days
- Analyze mortgage credit to adjust payment according to new financial status. Impact: \$15M monthly target contribution
- Professional Award 2004 for Customer Service related

REFERENCES



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