

# Carlos Andrés García Ramírez

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## **PROFESIONAL PROFILE**

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Public accounting student with experience in accounts receivables, risk assessment, quantitative/qualitative data analysis and customer service in both Spanish and English. Established skills in finance, for analysis and problem solving. High interest in challenges and new processes. Exceptional communication, writing and presentation skills. Constant recognition and positive feedback from stakeholders; superiors, peers, and customers.

## **EDUCATION**

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**Universidad EAN - British Council.** Bogotá, Colombia 

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 **January 2020 - June 2020**  
IELTS – Academic English Course (C1).

**Universidad EAN.** Bogotá, Colombia Bachelor's 

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 **January 2020 – In progress**  
degree in public accounting

## **WORK EXPERIENCE**

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**Medtronic SSC.** Bogotá, Colombia **Credit Representative** 

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 **September 2019 – Current**

- Credit services:
  - Review/create account general information to avoid duplicate accounts and billing/shipping errors.
  - Credit risk assessment/decision making for granting/denial of terms.
  - Establish/implement the standard operations procedures to reduce customer delinquency.
  - Review the financial statements and P&L reports for companies in the LATAM cluster to identify possible credit and/or provide an annual credit limit update for customers.
- Accounts receivables/collections:
  - Review and implement collections strategies to reduce past due AR.
  - Management of a portfolio with over 1200+ accounts of USD 16M.
  - Review blocked orders and provide solutions to customer disputes.
  - Maintain good customer contact relationship for preventive collections.
  - Receive knowledge transfer on the US collections operations for specific accounts.
  - Stabilization of processes as well as documentation/creation of the Standard Operating Procedure for a specific workflow task.

**Stanley Black & Decker.** Medellín, Colombia. **Credit and Collections Associate** 

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 **November 2018 – June 2019**

- Accounts receivables/collections:
  - Review and implement collections strategies to reduce past due AR. Achieving a reduction on the AR from 55% current to 91% current.
  - Management of a portfolio with approximately 2200 accounts of USD 2M. Achieving constant quarter cash goal of 1M collectable projected cash.
  - Review blocked orders and provide solutions to customer issues.

- Maintain good customer contact relationship for preventive collections.
- Receive knowledge transfer on the US collections operations for specific accounts.

**Genius Sports.** Medellín, Colombia.  
**USMEDIA Bilingual operator**

**March 2018 – November 2018**

- Provide live updates of play by play action of sports covered in the US Media.

**Vohra Wound Physicians.** Medellín, Colombia.  
**Collections Representative**

**January 2017 – March 2018**

- Management of a portfolio of natural customers/patients corresponding to a total USD 1M.
- Maintain good customer contact relationship for preventive collections.
- Receive knowledge transfer on the US collections operations for specific accounts.

## **ABILITIES AND OTHERS**

- English (C1).
- Spanish (C2).
- Managements of Microsoft office (including visual Basic for Excel), Microsoft Great Plains, SAP PR1, NextGen Healthcare Systems.

## **REFERENCES**

- **Santiago Calad**  
*Account Manager at Podcast Ally*
- **Jonatan Tamayo**  
*Financial Project Controller at Nokia*

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