

# Ronald Ponferrada

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## EDUCATION

**San Francisco State University**

**Bachelor of Science in Finance**

Graduated with Honors

**US Air Force Technical School**

**Certificate of Training in Aircraft Electrical / Environmental Systems**

Completed: December 2003

## EXPERIENCE

**Arvato Finance Services at Google Inc,** Mountain View, CA

**Credit and Collections Specialist**

6/2011 – present

- Handle remittances and accurately complete daily payment and credit applications in accordance with client demands
- Search electronic and cheques and create reports using accounting systems FIAS and ORACLE
- Produce reports and collect on a weekly basis for Google Youtube, Adwords, Doubleclick, Teracent, Admob, Invite products
- Responsible for clientele service of a portfolio over \$20 million on assigned US and Canadian accounts
- Make outbound calls, e-mails, and establish rapport with clients when advising about balance dues and account updates
- Comply with the monthly timeline process and sent out Initial Payment Notice, Internal Warning, External Warning, and Suspension Notices
- Lead and schedule conference calls for internal strategy on improving collection methods

**State Farm Insurance,** Millbrae, CA

**Office Associate / Sales Associate**

12/2009 – 7/2010

- Performed administrative duties, answered phone calls, and filed documents
- Set up tabling events, created marketing posters and fliers, and promoted business
- Promoted to sales after learning the business as an office administrator
- Surpassed monthly quota in insurance premium sales and policies
- Made outbound calls to clients about balance dues and collecting payments
- Informed and applied discounts and set up various types of policies and premiums
- Assisted with clients' auto and home claims and kept records up-to-date

**San Francisco Tennis Club,** CA

**Front Desk Associate / Pro Shop Sales Associate**

8/2006 – 1/2010

- Monitored and booked tennis court reservations using an online booking system
- Audited sale transactions and balance registers
- Resolved many customer service issues and established rapport with 1500+ members
- Informed potential members with suitable membership plans and services
- Trained and guided new employees on register use and job logistics
- Promoted to pro shop sales after familiarizing myself with tennis products
- Sold and managed tennis clothing, equipment, products and inventories

**US Air Force,** Dyess AFB, TX

**Electrical / Environmental Systems Apprentice**

6/2003 – 8/2005

- Reported and attended flight briefings on time and obtained security clearance
- Ensured compliance with technical manuals and standard operating procedures
- Diagnosed B-1 bomber systems, components, and associated equipment

- Maintained accurate time, materials, purchase and equipment records
- Troubleshot aircraft systems and malfunctioning components
- Analyzed flight records such as jet speed, oxygen levels, and cabin pressure
- Deployed to Diego Garcia (2005), visited Air Bases in Bahrain, Qatar, and Germany

## LEADERSHIP

### Delta Sigma Pi, Professional Business Fraternity

#### VP of Finance

12/2009 – 5/2010

- Managed finance activities, collected dues, recorded transactions and reimbursements, and managed budget with basic data entry
- Presented and updated peers with financial statements and activity
- Worked directly with budgets to purchase items necessary for various activities planned

### Delta Sigma Pi, Professional Business Fraternity

#### Webmaster

1/2007 – 8/2008

- Updated website with current events and notable recognitions
- Maintained website with Microsoft Office Live
- Provided access for personnel and event photos, video, and media

### Guide-on Bearer

#### Air Force Basic Training

Summer 2003

- Lead flight marching drills, and assisted fellow airman with marching basics
- Held flag staff that represented our squadron during marching details
- Helped fellow airman improve marching techniques and demonstrated with precision

## LICENSES

- Obtained the CA Department of Insurance License in June 2010; Expires: June 2012

## AWARDS

- Awarded by peers as Most Spirited and Motivated Brother in Delta Sigma Pi in Spring 2010
- Awarded to the Dean's List for Spring 2006, Fall 2007, and Fall of 2010
- Honorably discharged in October 2005 by the US Air Force and decorated with overseas deployment service medals along with peace-time service medals which include: Operation Enduring Freedom Service Medal, Good Conduct Medal, Completion of Basic Training Medal, and the Completion of Technical School Medal

## PROFICIENCIES

- Intermediate user for Microsoft Office Applications: Word, Excel, and PowerPoint
- Novice user in vLookups and PivotTable Excel functions
- Typing speed: 50 – 60 WPM
- Familiar with Microsoft Windows Operating Systems: MS 2007, MS XP, Vista
- Familiar with Apple Macintosh Operating Systems: Mac OS X, Version 10.6.6