Christopher B. Cope

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**BUSINESS PROCESS LEADER**

Accomplished results driven business professional. Responsible for providing vision and leadership through collaboration with cross-functional groups working closely with operations, technology, support, and other business groups. Strong analytical skills; support business operations through analysis of key performance indicators and trends.

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**Professional Experience**

***Procter & Gamble Distributing Company – Cincinnati, OH April 1998 – Present***

**Logistics Development Incentive Payment Process Leader (2011 - Present)**

Business Process owner for quarterly Logistics payments to customers. Facilitate the payment, reporting and accounting functions for SAP based payment solution which impacts over 1000 customers, 35 product categories and generates 140 million dollars in annual payments.

* Work daily with key stakeholders across Sales, Business Units, Accounting, Master Data, and external customers to ensure accurate payments are processed timely and accurately.
* Analyze and validate payment and budget data across 35 product categories
* Make necessary accounting entries and reconcile GL accounts monthly.
* Develop training material and facilitate process training.
* Develop and execute testing strategy to be used during system upgrades/changes.

**Accounts Receivable Business Row Leader (2006 – 2011)**

Business liaison for the largest SAP integration of a Consumer Products Group Company, led developments for both the Canada and U.S. implementation. Facilitate the interface between business needs and functional capabilities, and enable teams to deliver applications within appropriate resource constraints. Focus areas of expertise include FSCM Dispute and Collections, Rebate Functionality and Payments to Customers.

* Oversee multiple projects from the initial design and strategy, requirements gathering phase through production support.
* Maintained a productive, courteous, and mutually respectful relationship across all project team members, stakeholders, vendors, and sponsors.
* Developed training material and facilitated training sessions for Canada and U.S. AR implementations.
* Document system and work process internal controls for Sarbanes-Oxley compliance.

**Accounts Receivable Center of Expertise (2001 – 2006)**

System module and work process expert charged with maintaining the level of skills and capability throughout the organization. Ensure continuity of operations at optimum levels by providing first level support to the end users. Optimize the Accounts Receivable Systems and lead work process improvements.

* Managed system and work process change development work for integration of newly acquired business unit.
* Led integration of new Accounts Receivable reporting tool from initial design phase through production support including end user training.
* Capture, report, and track system reliability and availability. Assign priority and rating for open service tickets and change requests.
* Analysis and goal setting for Key Accounts Receivable measures.

**Credit Management/Accounts Receivable Analyst (1998 – 2001)**

Contribute to organizational performance in order to maximize sales while minimizing company risks. Provide financial order management support to Supply Chain and Sales personnel to control credit exposure, effect timely payment, and minimize risk of customer disputes.

* Assess credit risk and establish credit limits.
* Analyze customer financial statements.
* Negotiate customer disputes to resolution and document root cause.
* Provide customer service and develop relationships with internal/external customers and suppliers.
* Maintain accurate credit files and collection files.
* Participate in major department projects and take an active role in cross-functional teams to assist in driving quality improvements, processes, and initiatives.

***David L. Cook, CPA Dayton, OH June 1986 – April 1998***

**Staff Accountant**

Designed Accounting systems customized to client needs. In depth analysis of general ledger and financial statements. Individual, Corporate, and Payroll Tax preparation.

* Maintained and built strong relationships while assisting and advising in financial decisions and choices.
* Knowledge of all accounting functions GL, PL, BS – reconciliations, cash controls, AP, AR, and PR.
* Performed account reconciliations and general ledger entries.
* Prepared monthly financial statements and reports.

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**Education**

**Wright State University** Dayton, OH

Bachelor Degree June 1997, Financial Services

**Sinclair Community College** Dayton, OH

Associate Degree August 1988, Business Administration