

Jessica Claire

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Summary

Ten years of experience working in a multinational company. Developed competency in managing responsibilities in high-volume atmospheres. Built an entire new credit control department in Dubai to take charge of the MEA portfolio for international business. Improved startup skills with a proven ability to identify, analyze, and solve problems. Overachieved targets for aging books and unreconciled bank items. Ensured MEA was the best performing region consistently for 3 years across international business.

Skills

Insurance products	Staff recruitment and hiring
Sound judgment	Employee training and oversight
Work planning	Critical thinking and decision making
Mentoring and training	Customer service
Compliance assessment	Prioritizing and planning
Goal setting	
Problem anticipation and resolution	

Professional Experience

Finance Manager

02/2013 - Current

Advantage Solutions, Springfield, MO

Full supervision of a team of eight credit controllers to meet strict monthly targets and deadlines.	Key point of contact for escalation and query resolution.
	Review and monitor current procedures to streamline the

collection process and minimize bad debt exposure.

Ensure timely adherence to KYC and AML procedures and requirements.

Approver for the release of funds such as refunds, claims, commissions, and payment-related queries.

Conduct weekly meetings with account managers and departmental team leaders to discuss outstanding issues and promote effective changes in working practices.

Report month-end debtors to the senior executive team and calculate bad debt provisions for monthly management.

Review credit risk policy and log errors and breaches in line with company policy.

Design training plans for new personnel and delegate tasks among the team.

Implement process documentation to ensure efficiency within the team.

Achievements

Built an entire new credit control department in Dubai to take charge of the MEA portfolio for international business.

Overachieved targets for aging books and unreconciled bank items.

Ensured MEA was the best performing region consistently for 3 years across international business.

Introduced a new credit card collection agent, Worldpay, to cater to UAE local regulations.

Introduced a new direct debit facility with Citi Bank based on UAE local regulations.

Led the finance stream in introducing a new fronting partner, Oman Muscat Insurance Company, including setting up new bank accounts and integrating the bank system with Oracle.

Consistently reduced allowances and bad debt provisions from \$12M quarterly in March 2019 to \$5M in March 2022.

Awarded best performing region based on allowance booking and collections for 3 consecutive years.

Introduced COVID rebate schemes and criteria for long-standing members to financially support them throughout the pandemic (2020-2021).

Featured in the Financial Times for innovative financial strategies implemented at Advantage Solutions.

Accounts Outsourcing Coordinator

08/2012 - 01/2013

Golden Spark Graphics, City, State

Handled trade finance transactions, outgoing money transfers, and settlement of branch accounts on a daily and monthly basis.

Performed as a team member by allocating and coordinating workflow and making concentrated efforts to solve customer problems.

Promoted and maintained positive relations with customers and potential customers.

Responsible for identifying and escalating priority issues.

Contributed to the fulfillment of department and company objectives and goals.

Reviewed and authorized account openings for individuals and corporate clients.

Audit Clerk

06/2010 - 07/2012

RH Suryarao & Co, City, State

Handled audits, tax audits, sales audits, and VAT audits.

Explained taxation rules and terms to clients and advised on ways to save taxes.

Filled income tax returns for individuals, individual businesses, joint Hindu family businesses, and private ltd firms.

Communicated verbally and in writing to answer inquiries and provide information.

Education

Master of Business Administration (MBA) in Business Administration

Murdoch University, Australia, Dubai, UAE - 05/2015

Master of Commerce (MCom) in Accounting and Finance

Birla College of Arts, Commerce & Science, India - 05/2012

Bachelor of Computer Applications (BCA) in Information Technology

Tilak Maharashtra University, India - 05/2011

Bachelor of Commerce (BCom) in Commerce

Rapodar College of Commerce & Economics, India - 05/2010

Certifications

Communication Managerial Skills Course

Team Building Leadership Training Program

Bank Services Quality Assurance Course

Anti-Money Laundering & Terrorism Finance Course

EBI Marketing & Sales Course

SME Training Practical Trade Finance Contingent Business Course

Advanced Stock Technical Analysis Course

Fundamental Technical Stock Analysis Course

Publications

Claire, J. (2021). "Innovative Financial Strategies in Multinational Corporations." Journal of International Finance, 15(3), 45-60.