

Karyn Hall

Springfield, MA 01108

(413) 301-7671

karynhall2448@yahoo.com

Data Entry / A/R / Billing / Collections

Summary of Qualifications

General Office Skills:

- Payment processing, cash receipts, heavy data entry.
- Work with homeowners/customers regarding past due accounts receivable.
- Research and communicate with homeowners/customers regarding disputed items.
- Propose payment arrangements and follow-up to ensure collections.
- Prepare pre-lien notifications and process delinquent accounts to be sent for collection.
- Forward accounts to the attorney, monitor accounts while at the attorney and provide requested information.
- Work with Attorneys after accounts are sent for collection.
- Process accounts receivables for multiple associations, post late charges and violations.
- Communicate with customers, employees and other individuals to answer questions, explain information and address complaints.
- Bill recurring homeowner invoices monthly.
- Initiate first bills for new homeowners/customers.
- Prepare delinquency reports for Management as designated and prepare statistical information for collection activities.
- Administer alternative payment methods such as credit cards, online banking and ACH debits.
- Maintain and update filing, inventory, mailing and database systems.
- Review files, records and other documents to obtain information to respond to requests.

Computer and Technical Skills:

- Typing 60 wpm, 10 key by touch.
- Alpha Data Entry 15600 kph, Numeric Data Entry 14500 kph.
- MS Office/Word/Outlook/Excel and general computer skills
- Voyager, Data Trac, Point, LSSI, AS400 and Doc Magic.

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Interpersonal Skills:

- Ability to communicate and work effectively, provide accurate friendly customer service and able to handle stressful situations calmly and efficiently.
- Perform with a high level of accuracy and professionalism.
- Excellent verbal and written communication skills, extremely organized and detail oriented, knowledge of legal documents and handling of confidential material.
- Able to meet deadlines, multitask, work independently and deal effectively with constant change.
- Trusted with written and verbal confidential material.
- HOA experience
- Able to clearly communicate questions, ideas and concerns to property managers and supervisors.
- Excellent problem solver, researcher and have the ability to work in a high volume atmosphere.

Employment History:

Tritz Professional Mgt. Services	Santa Ana, CA	02/06 – 09/10
<i>Accounts Receivable/Data Entry/Billing/Collections</i>		
IMPAC Companies	Newport Beach, CA	08/05 – 01/06
<i>Registration Specialist/Loan Set-up</i>		
Snelling Personnel	Orange, CA	11/04 – 08/05
<i>Data Entry/Dispatcher</i>		
Advanced Workplace Strategies, Inc.	Tustin, CA	02/01 – 06/03
<i>Data Entry Specialist</i>		
San Diego Sheriff's Department	San Diego, CA	11/93 – 04/97
<i>Corrections Deputy Sheriff</i>		

Education:

Career Academy of Beauty	09/03 – 10/04	Cosmetology
Miramar College	11/93 – 02/94	Criminal Justice
Fullerton College	09/88 – 06/89	General Studies
Canyon High School	09/85 – 06/88	General Studies

References available upon request.