Jessica D. Fenner

6 Bob White Way

Simsbury, CT

Jessfenner74@yahoo.com

(914) 204-0994

# PROFESSIONAL EXPERIENCE

*Cartus Corporation, Danbury, Connecticut*

**Team Leader, Corporate Accounts Receivable** December 2006 – August 2010

* Responsible for a client portfolio exceeding $150 million in receivables
* Personally handled relationships and reporting for the top five high complexity / high sensitivity clients
* Prepare periodic financial reporting and analysis for senior management including CFO and Controller
* Monitor exposure and perform detailed account reconciliations to validate and prioritize balances
* Provide ad hoc reporting and analysis as requested by Account Management and Accounting/Finance leadership
* Build and maintain strong business relationships with internal and external customers as well as all levels of Account Management
* Monitor, coach and evaluate staff of four analysts
* Responsible for the hiring, training and completion of written performance appraisals for staff

**Team Leader, Non-Corporate Accounts Receivable** March 2005 – December 2006

* Effectively managed a team of seven analysts whose client portfolio exceeded $4 million in receivables
* Responsible for the hiring, training and completion of written performance appraisals for staff
* Developed automated email invoicing for receivables due from third party real estate closing offices
* Developed additional reporting for internal management to identify areas for improvement and to provide visibility into financial exposure
* Created tools to quantify the impact of process improvements related to the creation and notification of receivables

**Supplier Operations Specialist, Supply Chain Management** July 2004 – March 2005

* Responsible for network hotel and temporary housing programs
* Created metric reporting providing visibility into scale and scope of hotel/temp housing referral opportunity
* Delivered formal training and presentations to front-line operations to promote hotel referrals
* Developed presentation materials demonstrating the customer service and financial benefits of referral program
* Acted as a resource for internal customers and vendors regarding escalated service issues, referrals and billing

**Accounts Receivable Analyst II, Non-Corporate Accounts Receivable** July 2001 – July 2004

**Accounts Receivable Analyst, Non-Corporate Accounts Receivable** February 2000 – July 2001

* Assisted transferring employees, internal customers and third party suppliers by acting as an informational resource regarding receivables
* Provided necessary supporting documentation to supplier contacts and customers to expedite the timely payment of outstanding balances
* Generated and distributed reports regarding third party receivables to upper management.
* Lead team in productivity and accuracy

# SKILLS & TRAINING

Microsoft Office: Excel, Access, Word, Outlook; Oracle Financial Systems, Cognos. Recent Management Training: Choosing to Lead, Business Ethics, Information Management and security, Situational Leadership, Employment Law, Valuing Workplace Diversity and Fraud Identification.

# EDUCATION

*Plattsburgh State University, Plattsburgh, New York* Bachelor of Science, Business Administration, 1997