

# Marla Butler

Indianapolis, IN 46268

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317.414.6516

## Work Experience

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### **Accounts Receivable Specialist**

PRO Unlimited/Roche - Indianapolis, IN

Present

- Responsible for LATAM cash application processes: post lock box processing, electronic payments, billing adjustments and general ledger payments.
- Research issues within area of cash applications.
- Follow established financial and accounting procedures to monitor and properly record expenditures, cost and financial metrics on activities.
- Provide support and assistance as needed and perform other duties as requested.
- Responsible for maintaining and continuously improving the quality system and achieving quality objectives through daily actions.

### **Accounts Receivable Supervisor**

Cintas - Indianapolis, IN

August 2015 to June 2019

- Managed collection team consisting of 5 full time employees and 6 contract to hire.
- Reduced AR 90+ % from 15% to 9%.
- Supervised collections team to maintain daily sales outstanding of 38 days or less for all assigned markets to ensure customer and sales representatives support levels are achieved.
- Contacted past due customers using various reports. Entered customer contact notes and generated written communication for past due customers as appropriate.
- Managed escalated issues, critical and problem accounts to initiate communication for past due customers as appropriate.
- Ensured compliance with Process and Performance Management by reviewing number of calls, customer contact notes, promise to pays, other reports and redirecting staff activities as appropriate.
- Supervised credit/collection associates and assisted department manager with Human Resources issues.
- Supervised team to include staffing, training, coaching, performance management and problem resolution.

### **Collections Manager**

ZEE Medical - Indianapolis, IN

April 2015 to August 2015

- Managed collection team consisting of 6 full time employees and 2 contract to hire.
- Reduced AR 90+ % from 12% to 8%.
- Supervised collections team to maintain daily sales outstanding of 38 days or less for all assigned markets to ensure customer and sales representatives support levels are achieved.

- Contacted past due customers using various reports. Entered customer contact notes and generated written communication for past due customers as appropriate.
- Managed escalated issues, critical and problem accounts to initiate communication for past due customers as appropriate.
- Ensured compliance with Process and Performance Management by reviewing number of calls, customer contact notes, promise to pays, other reports and redirecting staff activities as appropriate.
- Supervised credit/collection associates and assisted department manager with Human Resources issues.
- Supervised team to include staffing, training, coaching, performance management and problem resolution.

## **Payment Processing Manager**

ZEE Medical - Indianapolis, IN

May 2010 to April 2015

- Processed 55K cash application transactions monthly.
- Assigned and monitored workflow for cash applications to accounts receivable system and ensured timely deposits within three days from receipt. Completed necessary paperwork and batch postings.
- Completed National Accounts Program and Wholesale postings.
- Assisted with posting of credit card payments, monitored settlements and completed any associated tasks with the position.
- Created template for the adjustment account and reconciled monthly. Completed bank reconciliation process for all US bank accounts. Assisted with reconciling adjustment and other general ledger accounts. Reviewed cash application batches for accuracy and completeness. Supported the completion of the internal control review and month end close.
- Provided general customer service assistance to collections by answering incoming calls and making courtesy calls on past due balances as needed.
- Coordinated the submission of approved time cards for payroll processing.
- Supervised team to include staffing, training, coaching, performance management and problem resolution.

## **Education**

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### **Bachelor of Science in Business Administration**

Mississippi University for Women - Columbus, MS

### **Minor in Management Information Systems**

Mississippi University for Women - Columbus, MS

## **Skills**

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- SAP
- Openscan/BillTrust
- Microsoft Office
- Payment Processing
- Peoplesoft
- Conflict Resolution

- Talent Management
- Process Improvement
- Training
- Cash Application
- Reconciliations
- Accounts Receivable
- Audit - Internal Audits
- Collections
- Month End Close
- Safety
- Shared Service Center Experience
- As400

## Certifications and Licenses

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### **VPP Star Certification**

September 2017 to September 2020

### **Six Sigma Green Belt**

Present

## Groups

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### **Diversity and Inclusion Champion**

June 2017 to May 2019

Chairholder on Diversity and Inclusion Committee responsible for facilitating meeting and events as needed.

### **Safety Improvement Committee**

September 2017 to November 2018

Focus on safety initiatives and improvements.