**ANGELA LEWIS, MBA**

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**EMPLOYMENT HISTORY**

**Morrison Supply Company**, Fort Worth, TX **11/2016 - Present**

**Regional Credit Manager**

• Review and approve credit applications, set credit limits with information as to projected sales with the aid of credit reports

• Review AR for assigned locations, recommend sales representative or designated AR person - call on past due invoices, call on customers when accounts are seriously delinquent, send final demand letters, submit accounts to collection when all collection efforts have been exhausted.  
• Monitor Past Due account to ensure collection actions are being documented in the agreement notes in ERP system

• Review short pays for resolution with sales representative and/or designated branch employee  
• Update credit limits with executive decision making skills  
• Place accounts on AR hold when warranted  
• Release orders that are on credit hold for assigned locations, review accounts to determine why they are on hold, adjust credit limits if necessary  
• Approve adjustments through credits/cash with customer authorization

• Sign and complete lien waivers (conditional & unconditional), final waivers, bond claims on projected jobs for general contractors, owners and customers  
• Work with customers on open invoices, credit memos, unapplied payments, etc.  
• Manage job accounts through our lien notice process between the 1st and the 15th of every month  
• Other duties as assigned

**NCH Corporation**, Irving, TX **04/2013 – 04/2016**

**Senior Accounts Receivable Manager (Promotion)**

**Accounts Receivable Manager**

Developed a professional organization to administer all contractual agreements with customers

Optimize cash flow and DSO through effective A/R processes

Developed review process and rating sheets for each AR associate

Oversee the daily processing of customer claims/credit memos to ensure compliance with customer agreements

Manage the tracking and reconciliation of allowance and rebate agreements. Communicate with customer contacts and internal partners to resolve discrepancies

Lead the credit and collections processes to establish credit limits on new accounts, verify co-op approvals and credit hold, resolve past due accounts and minimize bad debt with multiple warehouse shipments and deliveries

Establish productivity goals for staff; monitor and report results

Coordinate the application of customer payments and other transactions in the receivables system

Advanced user of the Receivables and Claims system

Assist in the month-end close process, including reconciliations of A/R and related accruals including P&L analysis

Provided depth in explaining customer activity and variances to plan through reporting to CRM Director

Presented to key executives all financial risk of possible bad debt

Managed budget in hourly employees and other related AR expense in forecast

Supported Accounting initiatives and perform other duties as assigned

Reduced AR Aging by 10%

Reduced aging of deductions/claims taken by customers

Early identification & resolution through contract analysis

Timely Processing

Mandated hiring/firing selections

Issued employee performance plans if warranted

Managed end to end supply chain management targets from end to end/order to cash (O2C)

Responsible for analyzing A/R reports and metrics

Conducted review and analysis with PWc auditors

Handled the responsibility of supervising the daily activities of up to 10 hourly employees

Managed account territory assignments

Ensured cash applications were completed timely through Oracle to drive down DSO

Worked through EDI transmission errors with IT – to acquire timely payments

Managed approximately 200 – 500 billing disputes timely with effective cross-functional

teaming to minimize the number of disputes to maximize revenue profit

Created credit card process through Cybersource

Created key account control sheets on big box retail accounts

Created process deployment for AR Specialist, AR Analyst & AR Clerks

Developed Time Study’s for AR Clerks Roles

**Core Laboratories (Owen Oil Tools)**, Godley, TX **08/2012 – 03/2013**

**Accounts Receivable Manager**

Reduced AR DSO to 50 days

Identified & resolved short payments resulting in outstanding DSO

Mandated hiring/firing selections

Issued employee performance plans if warranted

Maintained policies and procedures through SOX

Maintained Customer Satisfaction, Internally & Externally

Managed end to end supply chain management targets from end to end/order to cash (O2C)

Responsible for analyzing A/R reports and metrics

Ensured accurate invoice statements were submitted to customers timely

FBCPA regulation knowledge

Third party collections

Skip tracing

Handled the responsibility of supervising the daily activities of up to 20 employees (hourly

& salaried employees)

Managed account territory in the Central locations of up to 300 – 450 million in revenue

Ensured cash applications were completed timely through SAP/AS400 to drive down DSO

Managed approximately 200 billing disputes timely with effective cross-functional teaming

to minimize the number of disputes, maximize revenue profit

**ATRIUM WINDOWS & DOORS**, Dallas, TX **06/2012 – 07/2012**

**Commercial/AR/Collections Analyst**

Analyzed all debt and evaluated collection attempts

Provided process compliance for business controls

FDCPA knowledge

All collections including third party/skip tracing

Perform cash application functions such as updating payments to customer accounts via multiple lockboxes, Epay systems, and manual payment batches.  
Update daily adjustments to customer accounts via auto load process and manual entries.  
Research unapplied and misapplied payments and adjust accordingly  
Decision exception work and apply payments to customer accounts.  
Reconciliation of daily bank deposit entries, multiple billing systems, GL and payment processor.  
Work and process daily research items.  
Assist management with month reconciliation work for the close period  
Research accounts for refund and submit request to AP for check processing.  
Assist in the planning design, set up and testing of new services with banking partners.  
Research and manage the month escheatment/credit balance process  
Document new processes in procedural manuals.

**CINTAS CORPORATION**, Irving, TX **03/2011 – 05/2012**

**AR Coordinator (Call Center)**

Perform collection Calls (minimum of 50 a day)

Reduced AR DSO

Identified and handled dispute resolutions with the internal branch offices

Maintained Customer Satisfaction

Ensured accurate invoice statements were submitted to customers

Coordinated on account adjustments through cash and credit applications

Data Source development through reporting and monitoring through Excel spreadsheets

Cash Application through Oracle SW & SAP Software

Performed invoice transmission through EDI application

**IBM CORPORATION**, Dallas, TX

**AR Commercial Collections Manager**

**01/2001 – 04/2010**

Reduced AR DSO by 90 days

Identified & resolved short payments resulting in outstanding DSO

Mandated hiring/firing selections

Issued employee performance plans if warranted

Maintained policies and procedures through SOX

Maintained Customer Satisfaction, Internally & Externally

Managed end to end supply chain management targets from end to end/order to cash (O2C)

Responsible for analyzing A/R reports and metrics

Ensured accurate invoice statements were submitted to customers timely

Coordinated the revision of service codes, revenue codes and guidelines needed to meet billing

requirements

FBCPA regulation knowledge

Third party collections

Skip tracing

Handled the responsibility of supervising the daily activities of up to 20 employees (hourly

& salaried employees)

Managed account territory in the Central locations of up to 300 – 450 million in revenue

Ensured cash applications were completed timely through SAP/AS400 to drive down DSO

EDI transmission through SAP – AS400 to large PO driven accounts for timely payments

Managed approximately 200 – 300 billing disputes timely with effective cross-functional

teaming to minimize the number of disputes maximize revenue profit

Cash application through SAP/AS400 SW

**Internal Sarbanes Oxley Auditor/Reviewer 04/1996 – 12/2000**

KPI metrics developer based on test analysis

KPI testing to comply with internal controls

Performed SAP and legacy system reviews to ensure business objectives are met.

Performed audit planning, study, evaluation, and testing of controls.

Determined risks during review and analysis of System Development Life Cycle (SDLC).

Helped external auditors during SOX IT testing

Checked audit task & monitored completion in a given timeframe.

Developed and maintained adherence to business processes by the team

**Managed End to End Hardware & Software Orders 01/1993 – 03/1996**

Developed policies and procedures to assure operation of a cost effective revenue collection process

Implemented and operated the billing strategies from the designing of bill to issuing the bill

accurately and on time

Implemented the debt recovery strategy that helped to obtain maximum leverage from the contract conditions

Run, quarterly, monthly, weekly, daily reports as needed to monitor external and internal conditions of the company revenue

**EDUCATION**

***Grambling State University, Grambling, LA***

Bachelor of Science Degree, December, 1992

Major: Computer Information Systems

GPA: 3.0/4.0

***Cedar Valley Community College***

Associate in Applied Science, May, 2009

Major: Business Administration

Certification in Management/Supervisor

Certification in Business Administration – Human Resource Assistant

GPA: 4.0/4.0

***Kaplan University, Davenport, Iowa***

Masters of Business Administration (MBA) – August, 2011

GPA: 3.7/4.0

**SKILLS**

Problem-solver with determination for success

People connector & mentor

Non-threatening communicator

Persuasive influencer/collaborator

Politically astute & professional

Ability to complete on time targets/eager for results

Independent worker/team player/team builder

Call Center Management

Business Controls Reviewer

Process developer/process improvement

Call Center Management Expert

Advanced Excel, AS/400 – SAP, Microsoft Office Expert,

PowerPoint, Knowledge of Oracle, Knowledge of Lawson, Access Knowledge,

Windows 7, Vista, XP, Adobe Suite, & Java

**ACCOMPLISHMENTS**

IBM Leadership Award Recipient for AR Leadership

IBM Customer Operations Award

2014 Danco Vision Award Winner (NCH Corporation)

**REFERENCES UPON REQUEST**