

Michael Armstrong

Staff Accountant

Los Angeles, CA

michaelarmstrong4_u8h@indeedemail.com

(818) 398-0486

My many years of experience in financial duties managing multiple priorities and six in Accounts Receivable has prepared me for a position as a Staff Accountant for your company.

This includes financial and customer service exposure in insurance, banking, information technology, and implantable medical devices.

I have a Bachelor of Science degree in Business Administration with an emphasis in Finance and a minor in Speech Communication with experience in Microsoft Office 2010. My accounting regimen included 21 semester units of accounting and Quickbooks.

My background includes heavy use of SAP and CCH.

#readytowork

Authorized to work in the US for any employer

Work Experience

Staff Accountant

Green Hasson Janks - Los Angeles, CA

April 2019 to March 2020

- Posted checks, wires, credit card and Ach payments in CCH software.
- Processed retainer and payment adjustments.
- Created Cash Receipts Report and reconciled to sub ledger to inform managers and partners of incoming daily cash.
- Reconciled Federal Express and UPS statements to expense clients of firm.
- Created and worked Overlooked and Missing Payment Report to keep managers and partners informed of past due invoices.
- Served as key player to resolve all billing and collection issues.
- Heavy financial research using data in CCH software.
- Handled responsibility of taking accounts off hold in order to bill clients for additional services.
- Prepared detailed client statements for bill managers and accounting staff.
- Processed and reconciled write offs, credit memos, and miscellaneous charges including non - sufficient funds checks to monthly work in progress report to aide in month end close process.
- Given license on newly acquired software to implement and manage day to day Accounts Receivable transactions.
- Created complex Pivot Tables for internal members of the firm to clarify financial and billing information of clients.
- Tracked credit card fees on pay roc report and emailed to Accounts Payable weekly.
- Prepared check and wire requests for Accounts Payable to refund over payments and unused retainers to domestic and international clients.
- Ad Hoc special projects for senior management.

Accounts Receivable/Credit/Collections Analyst

Pacific Coast Lighting (LAMPSPLUS) - Chatsworth, CA

December 2018 to February 2019

- Posted checks, wires, adjustments and credit card payments including write offs.
- Made collection calls from aging and shipping reports to obtain payment.
- Handled accounts with payment terms such as COD, CIA, and Net 30.
- Collected from Big Box retailers to clear balances due.
- Transferred money. Interaction with international accounts and check refund requests.
- Created aging reports. Created batches and made month end journal entries.
- Set up and processed credit applications.
- Responsible for creating monthly statements for customers and sales force.
- Attended monthly collection meeting with CFO.

Receivables Medical Collector

White Rabbit Partners/Klean Treatment Centers - West Hollywood, CA

March 2018 to May 2018

- Collected fees for outpatient and inpatient detoxification services of Long Beach facility to increase revenue.
- Mailed UB04 and 1500 claim forms with supporting medical records to insurance companies for payment.
- Called payers on low customary payment and COB Explanation of Benefit summaries to process claims quicker.
- Researched claims in Sigmund software.
- Documented billing and collection activities in Sigmund and on spreadsheets.
- Reconciled refund requests against G/L to ensure accuracy and to locate discrepancies.
- Responded to claim correspondence to make collection activities more effective.
- Assisted Team Lead with statement and invoicing to develop efficiency in processing.
- Adhered to collection goals under heavy micro-management.
- Prepared and submitted denied claims for first level appeal.
- Supported audit team in appealing claims to obtain a greater payout from Out of Network providers.
- Created aging and revenue reports using Sigmund software.

A/R/Credit/Risk/Collections Support Analyst

Wella/Coty - Los Angeles, CA

August 2017 to January 2018

- Supported four domestic and international Senior Credit Associates in all their endeavors.
- Made B2B collection calls and emailed dunning letters to beautification offices.
- Worked heavily using 12 functions of SAP including Excel to reduce Days Sales Outstanding.
- Handled credit card disputes and audited account statements.
- Performed heavy research and reconciliations to resolve account delinquencies.
- Ad hoc assignments and reports in a fast paced environment.
- Worked heavily with Customer Service, Sales, and Management in the revenue cycle.
- Prepared credit notes on High Profile accounts for customer service.
- Referred bad debt to a third party collection agency.
- Created aging reports in SAP to monitor balances due for 30, 60 90, and 120 day past due invoices.
- Ran D&B reports and assisted in preparing terms for accounts interested in a line of credit.
- Performed declined credit card charges on behalf of Finance using new Cyber Source software.
- Assisted Team Lead in managing and collecting on late High Profile accounts.

Accounts Receivable Credit & Collections Analyst

J2Global - Los Angeles, CA

August 2016 to June 2017

- Given exclusive responsibility of total collection effort on a large newly acquired account.
- Made B2B collection calls and emailed delinquency letters on past due domestic and foreign invoices.
- Worked heavily with Excel aging reports and Net Suite to reduce Days Sales Outstanding.
- Researched and reconciled accounts to obtain balances due for 30, 60, 90 and 120 day past due invoices.
- Assisted management in improving the efficiency of collection processes.
- Special projects as assigned. Adapted to a fast paced environment.
- Auto documentation of account activity in Net Suite.
- Heavy interaction with Account Managers to bring accounts current and advised clientele on customer service issues.
- Created Aging Reports
- Collected \$1,000,000 in a six month effort on 1500 past due accounts in US and foreign currencies.
- Coordinated project to financially transfer accounts from US to U.K. using foreign currencies .
- Collected on declined credit card charges.

Medical Collector(Contractor)

Diagnostic Labs & Radiology - Burbank, CA

November 2015 to December 2015

- Made collection calls and sent out delinquency letters on a portfolio of 300 accounts.
- Worked heavily with Excel creating ledgers from proprietary software.
- Researched and reconciled government accounts to obtain balances due.
- Assisted management in improving the efficiency of collection processes.
- Auto documentation and of accounts regarding updates in collection efforts.

Accounts Receivable/Credit & Collections Analyst

Saint Judes Medical - Sylmar, CA

February 2014 to March 2015

- Handled accounts in arrears amounting to 25 million dollars to reduce DSO.
- Updated and manipulated Excel Spreadsheets using SAP for management review.
- Offset debits and credits at month end to meet company's financial goals.
- Made B2B collection calls on all commercial accounts in arrears.
- Heavy Emails and invoicing in Outlook and SAP. Check requests as assigned.
- Obtained Proof of Deliveries on shipments of products using SAP and Federal Express.
- Account Statement preparation in SAP. Special Projects as assigned.
- Assisted management in improving the efficiency of collection processes.
- Auto documentation of accounts regarding updates of collection efforts.

Credit & Collections Analyst(Contractor)

Disney/Buena Vista Home Entertainment - Glendale, CA

June 2013 to July 2013

Responsibilities

- Collected on high volume accounts \$400,000 in arrears to reduce DSO for team.
- Completed weekly reports in Excel and Disco (SAP) to update past due invoices.
- Daily Ad Hoc Projects

Skills Used

SAP, WINDOWS 7, MICROSOFT OFFICE 2010, DISCO

Underwriter(Contractor)

Intuit - Woodland Hills, CA

February 2012 to August 2012

- Underwrote 250 new mobile applications a day on new company product in Oasis.
- Handled limits of credit up to 10K.
- Cancelled fraudulent accounts and pended new applications using FICO scores.
- Assessed the risk of merchant accounts to determine fraud.

Regional Credit & Collections Representative

Ryan Herco Flow Solutions

February 2011 to August 2011

- Made 50 B2B collection calls a day to reduce commercial delinquencies.
- Processed credit card payments and ACH wires.
- Worked on Top Forty management report weekly on 60 & 90 day aging.
- Emailed, Scanned, & Faxed documents to customers and sales.
- Worked interactively with outside and inside sales to reduce credit balances.
- Used Excel to create spreadsheets to reduce delinquencies and credit balances.
- Heavy use of Mincron and Lotus notes with detailed information.
- Ran D&B reports to make credit decisions on customers limit of credit.
- Resolved credit balances on daily wash off sheets.
- Heavy phone and customer service interaction.

Collector

Cyber Defender - Los Angeles, CA

February 2010 to February 2011

- .Performed outbound and inbound collection calls to resolve delinquencies on accounts.
- .Updated spreadsheets with credit card payments collected on assigned Que.
- .Reconciled large delinquencies to reduce DSO.

Collector(Contractor)

Quest Diagnostics - Valencia, CA

August 2009 to January 2010

- .Resolved claim disputes and collected from providers, members, and brokers.
- .Worked interactively with the claims and appeals department to resolve delinquencies.
- .PCP changes, ID card requests, benefit and eligibility disclosures to providers.

Mortgage Collector(Contractor)

Bank of America - Simi Valley, CA

March 2009 to August 2009

- Resolved mortgage delinquencies with heavy use of customer service.
- Worked interactively with all departments of the organization.
- Heavy data entry and oral communication in a paperless environment.
- Updated and documented loans in a high pressure call volume environment.
- Took 60-90 calls a day on incoming dialer set up for loan modifications.

- Was within top four collectors on monthly performance report for team.
- Established repayment plans and settlements.
- Handled billing inquiries while educating borrowers on account terms.

Accounting Clerk/Patient Financial Services

Medtronic Diabetes - Northridge, CA

October 2001 to September 2008

- Assisted Lean Sigma Black Belts to improve operating efficiency for company.
- Participated in system enhancement and inputting of refund checks in SAP.
- Posted 150 SAP entries a day to reduce backlog of denials using CPT codes.
- Manager of Accounts Receivable implemented suggestion on batching EOB's.
- Special Projects as assigned in Excel for a manufacturing environment.
- Posted insulin pump upgrades in SAP.
- Found over payments on SAP Delimit Report on special project for A/P.
- Prepared documents for SOX audits.

Education

Bachelor of Science in Finance Minor: Speech Communication

California State University Northridge - Northridge, CA

1982 to 1987

Accounting Licenses

Licensed Fire & Casualty Insurance Broker

Skills

- SAP, MICROSOFT OFFICE 2010, PROPRIETARY SOFTWARE (3 years)
- NETSUITE (1 year)
- Quickbooks (1 year)
- Cyber Source (Less than 1 year)
- AS400 , EPICOR PROPHET, (1 year)
- Accounts Receivable
- Receivables
- AR
- Cash Application
- Account Reconciliation
- Debits & Credits

Certifications and Licenses

COMPUTER CERTIFICATION

October 2011 to Present

BURBANK ADULT SCHOOL... MICROSOFT OFFICE EXCEL 2010 BEGINNER AND ADVANCED, QUICKBOOKS FOR ACCOUNTING

MANAGEMENT TRAINING

FRED PRYOR CAREER TRACK : MANAGEMENT TRAINING FOR THE NEW MANAGER

H&R BLOCK TAX COURSE 2018

October 2018 to Present

Driver's License

CCH Cloud Based Network

April 2019 to March 2020

Assessments

Accounting Skills: Basic Principles — Proficient

March 2019

Measures a candidate's ability to prepare financial records according to federal policies.

Full results: https://share.indeedassessments.com/share_to_profile/90fed1f27fee44d52335bf661ea6dc55eed53dc074545cb7

Accounting Skills: Bookkeeping — Highly Proficient

April 2020

Calculating and determining the accuracy of financial data.

Full results: <https://share.indeedassessments.com/attempts/afb0db216e768356b9b46e89aaf4ecd4eed53dc074545cb7>

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

Additional Information

THE PEOPLE CONCERN

WALK FOR JUVENILE DIABETES

LOS ANGELES MISSION CORPORATE INVOLVEMENT DAY.

VOLUNTEER INCOME TAX ASSOCIATION

PROFESSOR FOR A DAY 2018... SCHOOL OF BUSINESS... CAL STATE NORTHRIDGE