

YOLIE STERLING

SKILLS

- B2B Collections & Enterprise Client Communications
- Days Sales Outstanding (DSO) Reduction
- Financial Reporting & Analysis
- ERP Implementation & System Migrations
- Process Improvement & Automation
- Accounts Receivable, Accounts Payable, Payroll
- Month-End Close & General Ledger Reconciliations
- Financial System Integrations
- SQL, Python, JavaScript

SOFTWARE

Alteryx	Coupa
NetSuite	Looker
QuickBooks	Snowflake
Oracle Fusion	Salesforce
Oracle Business Intelligence	Jira (Project Management & Service Desk)

WORK EXPERIENCE





US Tech Solutions, June 2024 - February 2025

FINANCIAL SYSTEMS ANALYST

Western Union System Migration Project

- Conducted comprehensive data mapping and validation processes, ensuring accurate accounting entries and reliable financial reporting throughout the migration.
- Developed and maintained detailed system documentation, including user manuals and technical specifications, to facilitate efficient onboarding and system utilization for end-users.
- Worked closely with the project management team to monitor progress, track milestones, and ensure deadlines were met for system migration tasks.
- Participated in System Integration Testing (SIT) to verify that the migrated system met functional requirements, ensuring optimal performance and minimal post-migration issues.
- Assisted in User Acceptance Testing (UAT), validating system functionality, performance, and alignment with business objectives.
- Managed Jira project workflows, updated test cases, and tracked system issues for timely resolution, ensuring smooth system deployment.
- Provided in-depth operational documentation and delivered targeted system training for Treasury and Accounting teams to ensure effective use and testing of the new financial platform.

CONTACT

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EDUCATION

Western Governors University
BS in Software Engineering, 2025

CERTIFICATIONS

General Assembly
Software Engineering Cert., MERN Stack, 2019

Checkr, Inc., August 2021 - April 2024

ACCOUNTS RECEIVABLE ANALYST II

November 2022 - April 2024

- Developed and maintained Oracle BI reports and dashboards for various Accounting teams.
- Assisted in ERP system migrations, mapping financial data from legacy systems to Oracle Fusion.
- Performed data validation and UAT testing for ERP transitions, ensuring seamless financial reporting.
- Worked closely with IT teams to troubleshoot ERP integrations and improve data synchronization.
- Managed B2B collections for large enterprise clients, including Uber, Lyft, DoorDash, and Amazon, ensuring timely resolution of outstanding receivables and minimizing payment delays.
- Collaborated with enterprise clients to address complex billing disputes and discrepancies, resolving issues to maintain positive client relationships and expedite payment processing.
- Successfully reduced Days Sales Outstanding (DSO) by 15% within six months by enhancing client communications and collection efforts. This included working in collaboration with engineering to automate the account deauthorization and reauthorization workflows .
- Developed workflows using Alteryx for collections reporting, including aging analysis by customer segments, deauthorization of delinquent accounts, and write-off preparation. This reduced manual processing time by 20 hours per month and improved reporting accuracy.
- Led critical aspects of the month-end close process, including general ledger reconciliation, maintenance of accounting metrics, and variance analysis. Provided leadership with detailed insights into the accounts receivable and collections team's performance, enabling data-driven decision-making.
- Optimized cash flow management by refining cash application processes, integrating Salesforce data, and automating payment application rules based on customer data. This reduced manual review and application time by 80 hours per month, while increasing payment accuracy.
- Resolved ~1,000 Zendesk, accounting-related tickets per month, ensuring timely and accurate responses to client inquiries and improving overall collections efficiency.
- Trained new hires and external BPO resources on B2B collections workflows, AR processes, and financial system operations, ensuring efficient and standardized collections practices across the team.
- Maintained Standard Operating Procedures (SOPs) for AR and collections processes in Confluence.

CREDIT & COLLECTIONS ANALYST II

August 2021 - November 2022

- Evaluated creditworthiness of potential and existing customers by analyzing financial statements, credit reports, and payment history. Recommended appropriate credit limits and terms based on risk assessments.
- Monitored customer credit limits and enforced credit policies to manage risk effectively. Regularly reviewed and adjusted credit limits based on customer payment performance, market conditions, and updated credit information.
- Prepared and analyzed aging reports to identify delinquent accounts and prioritize collection efforts. Used data insights to recommend tailored collection strategies and communicated potential risks to management.
- Implemented a targeted collection strategy for high-risk accounts, resulting in a 20% reduction in overdue balances within a quarter.
- Collaborated with legal and external collection agencies when necessary to escalate unresolved accounts. Ensured all collections were in compliance with relevant regulations and maintained accurate documentation throughout the process.
- Tracked and reported key credit and collection metrics such as delinquency rates, recovery rates, and bad debt write-offs. Provided insights and recommendations to management for improving collection efficiency and reducing credit risks.

WORK EXPERIENCE (CONTINUED)

Consultant, Robert Half International, SPS Program

Remote, January 2020 - June 2021

Accountant II, The Sanborn Map Company

- Managed accounts payable processes, including invoice processing, vendor reconciliations, and payment processing, for a geospatial company.
- Focused on project-based payables and compliance with ISO regulations and audits.
- Handled Sales and Use Tax filings and managed fixed assets and depreciation reporting.
- Reviewed and approved department transactions and adjustments.
- Maintained vendor records and relationships, including vendor setup and communication regarding payment terms and inquiries.
- Prepared reports and analysis on accounts payable performance and trends, providing insights to management for decision-making.
- Assisted with month-end and year-end close processes, including accruals and reconciliations of accounts payable accounts.
- Collaborated with cross-functional teams to streamline accounts payable workflows and improve efficiency and accuracy.

Payroll & Benefits Manager, Altia Acquisition Corporation

- Audited and optimized payroll processes, ensuring accuracy and efficiency for a workforce of 50+ employees.
- Identified and resolved compliance issues related to the company's HSA account, ensuring adherence to regulatory standards.
- Configured and streamlined onboarding and offboarding processes within the payroll system to enhance operational efficiency.
- Managed I-9 verifications, benefits enrollment, and reconciliation of benefit accounts, ensuring compliance with federal and state regulations.
- Developed and documented standard operating procedures for the incoming manager, ensuring a smooth transition.
- Provided training and support to the incoming manager, ensuring project continuity and high levels of satisfaction with payroll and benefits processes.

Professional Development and Travel Sabbatical

April 2019 - January 2020

Director of Operations, Architecting Innovation

Remote, June 2016 - April 2019

- Provided leadership and guidance to ensure the successful execution of key initiatives and projects with the engineering, sales and operational teams.
- Day-to-day operations, including resource allocation, process improvement, and performance management.

WORK EXPERIENCE (*CONTINUED*)

- Managed financial reporting and analysis, including budgeting, forecasting, and variance analysis.
- Reviewed client agreements and project deliverables for accuracy and compliance.
- Oversaw A/R, A/P, and payroll processing.
- Migrated the company from QuickBooks Enterprise to QuickBooks Online.
- Implemented several automation initiatives, saving 30 hours per week and eliminating the need for an additional resource.

Accountant, Elite Fulfillment Solutions & Elevate Brand Marketing

Remote, February 2015 - February 2016

- Managed day-to-day accounting responsibilities for two companies.
- Provided financial reporting and metrics tracking with analysis.
- Handled payroll, 1099 contractor management, and tax filings.
- Managed A/R and A/P processing and account reconciliations.
- Migrated both companies from Quickbooks Enterprise to Quickbooks Online.
- Implemented the Commonsku software application for a promotional products supplier to monitor projects from start to finish. This involved comprehensive product setup and synchronization with distributors on the platform.
- Managed the integration between Commonsku and QuickBooks Online, ensuring seamless data flow and accuracy across systems.

Accounts Receivable Manager, SW Security Services

Dallas, Texas, July 2012 - February 2015

- Managed accounts receivable processes, including invoicing, cash application, and collections, for two security companies.
- Calculated client fees for professional services and prepared itemized statements and invoices.
- Implemented billing cycles and payment processing procedures to ensure timely and accurate payments.
- Prepared reports and analysis on accounts receivable performance and trends, providing insights to management for decision-making.
- Provided assistance with the migration and validation of customer data after the company was acquired.

Office Manager/Full-charge Bookkeeper, Mexsnax

Dallas, Texas, January 2008 - February 2012

- Migrated the company from Quickbooks Enterprise to Quickbooks Online.
- Implemented a Point of Sale and inventory tracking system.
- Provided data with analysis for production, pricing, sales, and distribution activities.
- Established policies and procedures for sales operations.
- Conducted payroll processing and commission reporting and managed A/R, A/P, and the month-end close process.
- Responsible for the processing of tax documents and filings.