

# SAM SMITH

123 Any Street • Any Town, USA 12345

Mobile Telephone: 123.456.7890 • Home Telephone: 123.456.7890 • Email: samsmith@hotmail.com

## ORDER-TO-CASH DIRECTOR/SUBJECT MATTER EXPERT WITH 20 YEARS OF EXPERIENCE

Project & Program Management/System & Process Reengineering/Performance Innovation & Improvement

*Multi-site, Nationally and Internationally-Based Operations*

### EXECUTIVE SUMMARY

An innovative, multifaceted, and solutions-focused Financial Executive with a 20-year career demonstrating visionary leadership, progressive experience, and outstanding performance in Order-to-Cash (OTC) management and business unit start-up and expansion of multi-site, nationally, and internationally-based operations. Forward-thinking leader and enterprising problem-solver with tactical foresight and verifiable success capitalizing on growth opportunities, improving bottom-line performance, and optimizing organizational efficiency, productivity, and profitability through delivery of value-added systems, programs, and procedures. Articulate communicator, presenter, and trainer with a direct and decisive management style that focuses on matrix teamwork and clearly defined mission and values for buy-in of all levels. Superior interpersonal, organizational, and analytical skills with an innate ability to work in unison with customers, staff, and key internal/external stakeholders. Highly developed qualifications in personnel development, relationship management, and oral negotiations. Microsoft Office and ERP systems proficient.

### CORE COMPETENCIES

- *Credit/Collections Management*
- *Billing/Accounts Receivable*
- *Reimbursements/Reconciliations*
- *Revenue Maximization/Growth*
- *Cash Flow Optimization*
- *Debt & Liability Reduction*
- *Systems Creation/Enhancement*
- *Policy Creation & Deployment*
- *Staff Supervision & Training*
- *Benchmark Analysis/Reporting*
- *Issue Resolution/De-Escalation*
- *Risk Assessment & Mitigation*
- *Call-Center Operations/Set-Up*
- *Project Planning/Implementation*
- *Process Innovation/Optimization*
- *Fraud Detection/Loss Prevention*
- *Performance Monitoring/Tracking*
- *Group Collaboration/Facilitation*

### DESIGNATIONS

- Project Management Professional (PMP) Certification in Progress; Projected Completion Date: January 2012

### EDUCATION

**Bachelor of Arts in Business Administration; Concentration in Finance**

California State University - Los Angeles, Los Angeles, California

### PROFESSIONAL EXPERIENCE

**ABC Company** Any Town, USA **Jan. 1999 - Present**

*Director - Corporate Controllershship/Subject Matter Expert (Jun. 2010 - Present)*

The premier digital media company with more than 13,000 employees in twenty five (25) countries, provinces, and territories attracting more than half a billion consumers every month.

- Spearheaded and managed the delivery of diverse projects across multiple disciplines to scope, schedule, budget, and quality performance measures aligned with the PMO delivery framework.
- Provided day-to-day project management governance and leadership including proactive management of key decisions, risk mitigation, issue escalation and resolution, scope and change management, and communications.
- Successfully coordinated and managed multifunctional groups globally to develop and execute a successful global migration strategy for the ABC Corporation and ABC Company alliance.
- Took on the role of communication champion for status communicates changes, new direction from controllershship, and other implementation streams.
- Assisted Regional Process Owners and acted as the integration point for regional and global team socializing; identified issues, risks, and assimilation challenges from past integrations and worked through, coordinated, and educated staff scope or implementation changes.

#### **Selected Accomplishments/Primary Projects:**

- Initiated the globalization of all Order-to-Cash policies and procedures; projected completion: September 2011.
- Led the OTC ABC Company Corporation Alliance migration for India; projected completion: August 2011.
- Performed Insertion Order Contract Reconciliation and transfer, completed: January 2011.
- Successfully completed the OTC ABC Company Corporation migration for North America, October 2010.

## PROFESSIONAL EXPERIENCE (CONTINUED)

*Director of Order-to-Cash (Oct. 2003 - Jun. 2010)*

- Led a team of seventy five (75) direct and indirect reports encompassing Genpact (T1/T2, AR, Billing and Contracts), Escalation Team, and Domestic and International Order-to-Cash (OTC) Reporting; managed and prioritized multiple projects concurrently.
- Managed the Order-to-Cash Business Process Outsourcing (BPO) Relationship; proficient in the acquisition and strategic planning in both start-up and growth organizations.
- Directed the Business Process Outsourcing transition of the OTC Department and execution activities including vendor and stakeholder management, training, and transition deliverables.
- Effectively communicated with internal/external Audit Teams; addressed and resolved all audit concerns.
- Worked in tandem with clients and the sales and customer service departments to increase speed of receivables and prevent interruption of patron service.
- Conducted analysis of key performance metrics of the Account Receivable (AR) Department.
- Created and implemented OTC policies and controls which affected the entire organization; developed and deployed continuous process improvements for the OTC Department and enforced compliance with regulatory/SOX parameters.

**Selected Accomplishments/Primary Projects:**

- Maintained an eleven (11) year track record of exceeding cash flow forecast targets.
- Assisted in the successful contract renegotiation with an outsourced vendor; resulted in significant improvements in both terms and cost savings, 2009 - Present.
- Successfully led numerous OTC acquisitions, mergers, and divestures.
- Established an Escalation Team; resulted in a significant improvement of Customer Service for four (4) Departments including Sales, Customer Service, Genpact, and OTC, 2009.
- Consistently Managed the DSO below Industry Standards, 1999 - 2010.
- Created SOX compliant procedures for OTC Department both at home and abroad; demonstrated track Record of Process Improvements.
- Created a state-of-the-art OTC Module to track collections and manage credit.

*Director/Senior Manager of Order to Cash (Jan. 1999 - Oct. 2003)*

- Crafted and implemented best-in-class practices; created a revolutionary OTC Module to track account receivables, billing, credit, and collections and employed global desktop procedures for the OTC Department.
- Crafted a roadmap for the international OTC Department; produced global training manuals for the OTC team.
- Managed bankcard and T & E relationships including interchange management, selection of banking and processing vendors, contract negotiation, management of fraud, negotiation of rates, and direction of chargeback/media retrieval disputes and related costs.
- Established, enhanced, and maintained global relationships with credit card vendors.
- Participated in the selection and training of all International OTC teams geographically dispersed throughout Europe, South America, Hong Kong, Twain, Singapore, and Japan.
- Worked cross-functionally with Business, Finance, Sales and IT teams; ensured continuous enhancements are made and internal/external customer needs are met.

**Selected Accomplishments/Primary Projects:**

- Developed and implemented the infrastructure for Global Processes and Procedures for the OTC Organization, 2002.
- Launched an OTC Shared Service Center and all International OTC departments, 2002.
- Assisted with the Development and design of the OTC processes within the Oracle AR Module and the Global Operations; designed specifications for AR, billing, credit, and collections.
- Created and managed a Global Consolidated Billing System; successfully converted billing into one currency for multiple countries.

## SOFTWARE KNOWLEDGE/TECHNICAL SKILLS

- Access ▪ Adobe Acrobat Reader ▪ Excel ▪ InfoPath ▪ Lync ▪ OneNote ▪ Oracle11i Financials AR and GL Module
- Outlook ▪ Peach Tree ▪ PowerPoint ▪ Project ▪ Publisher ▪ QuickBooks ▪ SAP ▪ SharePoint Workspace ▪ Siebel
- Visio ▪ WORD ▪ Windows 7, Vista & XP

## PROFESSIONAL AFFILIATIONS

- Board of Directors, ABC College Resources Foundation
- Member, National Association of Credit Manager (NACM)