Philomena Arceneaux-Bakshi

Accounts Receivable Specialist

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SUMMARY

Accounts receivable specialist with 5 years in distribution and SaaS, managing a portfolio of 650 customer accounts and about $4.8M in monthly billings. Cut days sales outstanding from 52 to 41 in 18 months and reduced the 90-plus-day balance by 60%. Strong in NetSuite, cash application and calm, persistent collections calls.

EXPERIENCE

Accounts Receivable Specialist — Carolina Crest Supply Co.

Charlotte, NC · Jan 2023 – Present

- Manage 650 wholesale accounts with about $4.8M in monthly invoicing, from credit holds to final collection.
- Cut days sales outstanding from 52 to 41 in 18 months by calling every account at 15 days past due instead of 45.
- Reduced balances over 90 days by 60%, from $610,000 to $244,000, through payment plans and early dispute resolution.
- Apply about 900 payments a month from checks, ACH and lockbox files with a 99.6% first-time match rate.

Billing and Collections Associate — Lumenfield Software

Raleigh, NC · Jun 2020 – Dec 2022

- Issued 1,200 subscription invoices a month and resolved about 40 billing disputes monthly with sales and support.
- Set up automated dunning emails at 7, 21 and 35 days, lifting on-time payments from 71% to 83%.
- Reconciled the AR subledger to the general ledger each month with no unexplained differences at year-end audit.

SKILLS

Collections: Past-due calls, payment plans, dunning, credit holds, dispute resolution, write-off requests

Accounting: Cash application, AR aging, subledger reconciliation, credit memos, bad debt reserve support

Systems: NetSuite, QuickBooks Online, Bill.com, lockbox portals, Excel (pivot tables, XLOOKUP)

Communication: Customer calls, collection emails, sales team coordination, month-end reporting

EDUCATION

A.A.S. Accounting, Central Piedmont Community College, 2020

Fictional example by FindAJobAI: the person, employers and numbers are invented.