

# BRENDA VILLANO

Rockford, IL  
(779) 123-4567  
samplersumetemplates@gmail.com

## OFFICE MANAGER + AR SUPERVISOR

Highly skilled and competent administrative professional with a fast-track career managing diversified departmental office operations in both support and supervisory capacities, ranging from credit and collections and customer service to office management / running a busy accounts receivable department .

Recognized by internal and external clients as the go-to person to confirm information and expedite resolutions in order to move business forward. Leverages strong organizational and communication skills to drive the processing, documentating, and traceability of work. Partners with vendors and sales teams.

## PROFESSIONAL EXPERIENCE

**Office Manager | AR Supervisor | AVIATION AIRLINES - Rockford, IL** 2017 – Present

- Joined this Division at the point of inception as accounts receivable clerk, and was rapidly promoted after five months to current role responsible for managing departmental functions and a staff of four clerks.
- Direct the timely and accurate processing of more than five million dollars in monthly receivables for Aviation Airlines, Keller's primary account from an extensive portfolio of major airline companies.
- Engineered departmental systems and procedures, and successfully trained in excess of 40 employees.
- Communicate with AA personnel by phone, correspondence, and PC network on the status of accounts.
- Handle General Ledger postings and daily reconciliations, and screen large volumes of mail for checks.
- Update, track and monitor account status, execute letters and notices, and generate monthly reports.

**Customer Service Representative / Sales Associate | ACCURATE TYPE - Rockford, IL** 2013 – 2017

- As an integral team member of a worldwide leading fonts manufacturer/distributor, acted as liaison between management, sales force and a broad customer base in all areas of product sales and problem resolution.
- Researched product availability to ensure the fulfillment of special requests and standard orders from an in-house inventory of more than 15,000 fonts; followed through with proposal preparation.
- Prepared and processed Internet-based, e-mail, postal mail, telephone, and fax orders from individuals and corporate accounts; approved, process and tallied credit cards and personal/commercial check purchases.
- Trained others in all areas of sales techniques, software management, and general office procedures.

**Collections Representative, Litigation Department | HASTINGS BANK - Rockford, IL** 2009 – 2013

- Reviewed delinquent accounts to determine the qualification for establishing or avoiding a lawsuit based on billing disputes, health issues, life crises, and a broad range of other financial considerations.
- Resolved difficult collection issues through means of direct client contact and cooperation with external collection agencies in an effort to resolve outstanding delinquencies.
- Established computerized methods of payment; mailed schedules of payment plans and summonses.
- Performed extensive data research on customers utilizing credit bureaus, banks, DMV, and other resources.

## EDUCATION

**Associates in Office Technology | ILLINOIS COMMUNITY COLLEGE, 2009**

Accounting

Credit & Collections

Sales Support

Customer Service