

**APPENDIX - A**  
**RESUME A BEFORE REVISIONS**  
**CRYSTAL S. WOOD**

2054 Vincent Drive  
Apex, NC 28672

Home: (919) 612-xxxx  
Cell: (919) 376-xxxx

**SUMMARY**

- AR Management with experience in Credit, Collections, Cash Application, AR Close/Reporting and General Ledger Reconciliation
- Hands-on experience using Microsoft Office, AS 400, Great Plains, JD Edwards, Syteline, Softpak and SAP software

**PROFESSIONAL EXPERIENCE**

**Accounts Receivable Supervisor:** (2004 to 2005)

**ABC Industries.** Raleigh, NC

Management of ten AR departmental employees with cash application, collection and mailroom responsibilities. Responsibilities included AR/GL reconciliation, corporate reports, monitoring branch write-off compliance, journal entry preparation and review, researching bank discrepancies, processing of multiple cash application functions and transactions, enforcing policies and procedures for departmental and branch locations, and assisting internal and external auditors.

**Accomplishments Include:**

- Preparing the AR Department for Sarbanes-Oxley Compliance.
- Reconstructing the procedure by which thousands of refunds were processed by transitioning to a Global process devoid of the endless keystrokes, approvals and errors that have occurred in the past. This will bring the organization back into compliance with the Fair Credit Practices Act and the Escheat Regulations.
- Rewriting the AR Departmental Procedure Manual and creating a Manager Trainee Manual for Branch Locations

**Strengths:**

- Team Leadership. My most significant asset is the ability to gather people together and focus their efforts in a direction that will benefit each individual, the department and accomplish the company's goals.**
- Experience: Full Circle Accounts Receivable Experience within different industries over a 15 year period.
- Strong Work Ethic and Integrity

**AR ANALYST:** (2002 to March 2004)

**RFK Corp.,** Cary, NC. Accounting Service Center.

Full circle AR functions for various manufacturing sites. Duties include cash application, management of inter-company receivables, collections, invoicing, financial reporting, AR close and GL reconciliation for SAP and Syteline Accounting Systems.

**Accomplishments Include:**

- Year end closing at 4% past due over 1 day accompanied by a December record collections that exceeded RFK's highest expectations by 4.5 million.**
- Established the reporting necessary to support RFK goals, set forth the actions and teamwork necessary to accomplish them and ended 2003 at 100% auditable record levels of success.

**AR SPECIALIST:** (2001 to 2002)

**WVIT Pharmaceuticals,** Morrisville, NC. Marketer of pharmaceuticals.

Accounts Receivable Management. Activities included cash applications, bank deposits, collections and the research of disputed items. Deduction activity and research was intensive. Performed monthly AR close and GL reconciliation. Corporate reports include DSO, past percentage analysis, collection status, cash flow and audit reports.

**Accomplishments Include:**

- Managing Cash Transactions for an AR volume of over 500 million/year

**FINANCIAL TOOL SPECIALIST:** (1998 to 2001)

**Carbide Crop Science,** RTP NC. Manufacturer and marketer of crop protection chemicals.

Worked within the Carbide Integration Team where I was responsible for the input, maintenance, compliance and tracking of merger synergies. Worked proactively to support Senior Management in US headquarters and parent company in Paris by tracking and documenting merger synergies and costs. Reporting relationship was to the VP Supply Chain & IT.

**Accomplishments Include:**

- Management of ERI Software and finalization of the Merger Related Synergy Projects
- Refined Written and Oral Skills by working with teams at all levels within the organization and International Parent
- Provided documentation instrumental to Senior Management for budget development under the reorganized structure.

Also worked within the Supply Chain as a Customer Account Coordinator, where I was responsible for supply chain activities such as receiving and processing customer orders, the logistical placement of product to meet demand, invoicing, dispute resolution, sales program administration, suggestive selling and sales support. Took a proactive role in informing the sales force and customers of product and inventory issues and provided recommendations on product movement.

## APPENDIX - A

Duties include shipment tracing, return processing, system report preparation, spreadsheet generation and analysis. Also served as a team safety steward, where I have coordinated and conducted safety lectures.

### **BILLING & REVENUE COORDINATOR:** (1996 to 1998)

**City of Hickory**, Hickory, NC. Local municipality with a receivable customer base of approximately 18000 customers. Responsible for the receivable accounts of the City of Hickory. Receivable billings included water and sewer accounts, garbage, public services, grants, cemeteries, renters, tuition reimbursement, parking, donations, sewer surcharge, building inspections and all other miscellaneous contractual accounts. Worked actively with the accounting division on general ledger account reconciliation. Duties included the processing and approval of all adjustments and refunds, bad check reversals, Shuford Garden refunds, collections, receivable analysis, bad debt preparation, rate changes, billing system changes and the management of two departmental employees.

#### Accomplishments Include:

- Effective Contract Review and Contract Compliance
- Improvement of AR Receivable Base for all Miscellaneous Billings
- Improvements regarding GL/AR Reconciliation and New Account Setup
- Improved Customer Service Skills by working with residential and commercial customers accompanied with my interaction with various levels of Management within the City.

### **CORPORATE CREDIT MANAGER:** (1993 to 1996)

**Brooks Brothers, Inc.**, Hickory, NC. Manufacturer of hosiery, health products and men's apparel. Responsible for the operations and efficiency of the Credit and Collections department. Worked effectively with senior management in the accomplishment of the company's goals by establishing departmental policies and procedures. Responsibilities included budgeting, benchmarking, contract review and renewals, letters of international credit and management of four departmental employees for four divisional product lines.

#### **Accomplishments included**

- Reducing the Past due Percentages and DSO by 50%.
- Reduced Bad Debts by Developing Credit Files and Credit Checks
- Incorporated company acquisitions within the credit and accounts receivable departments.
- Served on Creditor's Committee

### **DIVISIONAL CREDIT MANAGER:** (1988 TO 1993)

**Brooks Brothers, Inc., Wilkesboro**, NC. Hosiery/Apparel Manufacturer. Credit management of accounts among four different divisions at a total estimated volume of one hundred million per year. Responsibilities included financial analysis of new and existing accounts, setting credit lines, advising factor protection, and the collection of all past due invoices and disputed accounts.

#### Accomplishments Include:

- Successfully incorporated our wholesale division from a previously factored position to in-house credit approvals.
- Maintained an AR Past Due Balance of less than 5% over 30 days.
- Participated in Customer Visits and Improved Overall Customer Relations.

### **EDUCATION**

Bachelor of Science in Business Administration. May 1983. Appalachian State University, Boone, NC. Business program with double major in marketing and economics.

- Coastal Carolina Community College, Jacksonville, NC. Classes: COBOL, Programming Concepts I and II.
- Catawba County Community College, Hickory, NC. Two refresher Accounting Courses.
- AMA Advanced Financial Analysis, Excel classes and various Dun & Bradstreet courses.

## **APPENDIX - A**

### **Richard's Critique of Resume A**

- ✓ **The resume uses Summary rather than Objective, and the Summary is historical and does not show what the applicant has to offer or the job the applicant wants.**
- ✓ **The computer skills are listed in the Summary but are not supported, nor does it show the level of ability for any of them.**
- ✓ **The Experience section is written in paragraph format rather than individual bulleted statements. The paragraph format tends to blend information and the most important item may be last and never read.**
- ✓ **The Experience section includes comments about the companies. This is the applicant's resume, not the company's. If the information is important to tell your story, work the information into one of the bulleted statements.**
- ✓ **The "Responsible for" and "duties included" statements do not really say what the applicant did. This usually comes from copying statements from job descriptions and is what the applicant was supposed to do. Someone else may have done the work and the resume needs to say what the applicant actually did and how good she was.**
- ✓ **The accomplishments are mostly just tasks, not real accomplishments. Listing them separately does not show what the applicant did, and therefore, it is hard to show the effort to achieve any accomplishment.**
- ✓ **Part of the resume is written in first person. Resumes should be written in third person so the "I's and My's" need to be changed.**
- ✓ **Job information goes on one line and should state job title (bold), company name, location, and dates.**
- ✓ **The resume includes no outside activities to show the applicant's chemistry.**
- ✓ **The font size is too small. It should be 12-pt size.**

## Resume A After Revisions

### CRYSTAL S. WOOD

2054 Vincent Drive, Apex, NC 28672

(H) (919) 612-xxxx

(C) (919) 376-xxxx

#### OBJECTIVE

Accounts Receivable Manager with Red Hat bringing 15 years of experience and skills in accounts receivable analysis, insight, integrity, team leadership and customer relations that create business partnerships, inspire process improvements and minimize losses.

#### RELATED EXPERIENCE

Accounts Receivable Manager, ABC Industries, Raleigh, NC 2004 - 2005

- Managed 10 employees with 5 direct reports and redesigned the refund process to a global download procedure that saved \$160,000 the first year plus annual savings of \$70,000.
- Refined the AR Procedural manuals and procedural flowcharts and trained employees on policies that ensured Sarbanes-Oxley Compliance.

- Conducted and reviewed multiple cash application processes and journal entries that prevented reconciliation issues and ensured proper revenue reporting.

Accounts Receivable Specialist, RFK Corp, Cary, NC 2002 - 2004

- Achieved 96% current collections results and exceeded collection goal by \$4.5 million.

Accounts Receivable Specialist, WVIT Pharmaceuticals, Morrisville, NC 2001 - 2002

- Transacted all cash applications, collections, deduction review, and manual deposits for a sales volume of over 500 million without assistance.

Financial Tool Specialist, Carbide Crop Science, RTP, NC 1998 - 2001

- Brought together teams of individuals by exhibiting team leadership, negotiation skills and analytical abilities that ensured compliance with synergy objectives and accurately reported those achievements to parent company in Paris.
- Minimized bad debt by analyzing high-risk accounts and provided exceptional customer service through building working relationships based on respect and integrity.

Billing and Revenue Coordinator, City of Hickory, Hickory, NC 1996-1998

- Reviewed, monitored and managed the compliance of all new and existing billing contracts that ensured accurate revenue generation.
- Ensured compliance with the general ledger and supplied exceptional customer service by avoiding reconciliation issues and provided support in researching discrepancies.

Corporate/Divisional Credit Manager, Brooks Brothers, various NC locations 1988-1996

- Restructured collection activities and credit training of a staff of 10 in separate divisions that set the tone for making credit decisions and avoided \$40,000 in bad debt for a single account.
- Forecasted bad debts, prepared budgets, negotiated contracts, selected external collection agencies, and created AR structure that reduced AR balance by 30% in first year.

#### EDUCATION

BS Business Administration, Appalachian State University, Boone, NC.

#### ACTIVITIES

Toastmasters SWOOP Former member of USA Triathlon Caregivers Association