**Manuel Montero**

**Greater New York City Area**

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**PROFESSIONAL SUMMARY**

Senior Collections & Credit Professional with 10+ years’ experience across multiple industries. Demonstrated success in risk assessment, analysis, and compliance. Well versed in assessing and implementing cost containment and recovery initiatives. Adept in collaborating with senior leadership and key stakeholders across departments and locations. Strengths include project management, process improvement, and financial modeling & reporting. Extensive experience prioritizing time-sensitive tasks in high-volume environments with collection portfolios as large as $200M. Bilingual in English & Spanish.

**PROFESSIONAL EXPERIENCE**

**Audible, Inc. 2019 – Present**

*Audible is the world’s largest seller and producer of audiobooks and other spoken-word entertainment.*

***Analyst, Collections (Consultant) – Operations***

* Responsible for collections for unpaid invoices, collaborating with Sales to manage client payment issues.
* Submit and track accounting requests for invoices in Workday.
* Track and reconcile invoices against signed deals, submitting electronic billing of invoices.
* Perform regular reviews of existing processes for ongoing optimization.
* Collaborate with Accounting on revenue recognition and credit reconciliation.
* Research billing discrepancies and quickly address any issues delaying the billing process.
* Prepare and maintain various spreadsheets for reporting purposes.
* Produce revenue recognition reporting to Sales/Accounting on current deals through Tableau, including addition of metrics for analysis.
* Produced prospect leads/conversion ratio reporting to the Senior Director of Sales.
* Support special projects as needed, including Salesforce Administrator tasks.
* Accomplishments include:
  + Reduced A/R to 60% less in 2019.

**Blink Fitness 2015 – 2018**

*Blink Fitness is a premium quality, value-based fitness brand with more than 90 locations open or in development throughout New York, New Jersey, Pennsylvania, Massachusetts, Texas, and California.*

***Manager, Billing & Collections***

* Managed and audited all monthly billing activity and recurring re-billings through ad-hoc reporting/financial analysis.
* Managed total billings of $12M a month (total EBITDA/gross revenue goal $144M annually) for 80 Blink Fitness corporate-owned locations.
* Supported the billing franchise relationship for Blink’s 3 multi-unit franchises.
* Conducted and managed periodic internal audits of billings for Blink’s membership fees.
* Managed a team of 2 responsible for billing and chargebacks.
* Accomplishments include:
  + Met total collection goal of 95-97% of total billings vs prior year’s goal of 87%.
  + Brought bad debt down $1M vs prior year.
  + Created process improvements resulting in savings of $330K through the support and roll-out of billing-related initiatives such as acquiring a new technology vendor to create an automated dialer software.
  + Extended aging post-90 days saving $540K in additional revenue vs paying 23% more to a debt collection firm.
  + Achieved a 50% win rate on chargebacks (10% basis point improvement vs prior year).

**A+E Networks 2014 – 2015**

*A+E Networks is a global media and entertainment brand portfolio reaching 335 million people worldwide and has 500+ million digital users.*

***Manager, Accounts Receivable – US, Canadian, & Caribbean***

* Managed a $100M receivable for A&E’s Caribbean, USA, and Canadian Cable Affiliate Division.
* Prepared billings, bank deposits, customer account statements, aging reports, and other operating statements.
* Performed past due account collections by telephone, fax, and email.
* Negotiated payments for past due accounts.
* Provided audit support to the Senior Director of Collections for interest claims and variance calculations totaling $3M in audits. Companies audited include-
  + Verizon Wireless
  + Cogeco Cable.
* Provided ad-hoc reporting for VP of Finance such as aging reports, and account updates on payments.
* Accomplishments include:
  + Collected 80% of receivables.

**Palacci Group 2010 - 2012**

*Palacci Group offers supply chain, logistics, and transportation management on branded consumer electronics.*

***Manager, Credit – Regional***

* Processed requests, filed invoices, and posted accounting transactions assigned to the general ledger.
* Monitored receivables and collections, providing receivables updates to the CFO through Microsoft Solomon.
* Reconciled firm's financial statements for credit approval/review for the company’s potential customers to extend credit.
* Ran background checks on potential clients through KYC compliance guidelines.
* Approved new lines of credit, ensuring accurate documentation of credit accounts.
* Responsible for the accounting integrity and accuracy of financial records and reports.

**EDUCATION**

**Bachelor of Science, Finance, 2009**

*Rutgers University*

**TECHNICAL SKILLS**

Microsoft Office Suite (including advanced Excel with pivot tables and VLOOKUPs), Great Plains, Solomon SL, NetSuite, MAS90, Salesforce, LexisNexis, SQL, Citrix, Gabriel, Aderant, Tableau, G Suite, Workday