**Matthew Thomas Smith 7244 Galaxy Ct. Castle Rock, CO 80108 720-585-1938 Phone mkzjsmith@live.com**

***BACKGROUND SUMMARY***

A responsible individual with demonstrated ability to both manage and accomplish goals. A self starter who identifies targets of opportunity and assembles the programs to complete them. A versatile individual who is not limited by previous experiences, while continuing to seek opportunity for growth.

***AUXILLARY SKILLS***

|  |  |
| --- | --- |
| * **Management**
 | * **Accounts Payable**
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| * **Accounts Receivable**
 | * **Account Reconciliation**
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| * **Auditing**
 | * **1099 Reporting**
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| * **General Ledgers**
 | * **Zuora Solution Architect**
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| * **Corporate Strategy Documentation**
 | * **Planning and Organizational Skills**
 |
| * **Presentation Skills**
 | * **Zendesk**
 |
| * **Lead Group/Team meetings**
 | * **SQL**
 |
| * **JIRA**
 | * **Access**
 |
| * **PowerPoint**
* **Cast Iron**
 | * **SAP**
* **Salesforce**
 |
| * **Ensemble**
 | * **Outlook**
 |
| * **Oracle**
 | * **Word/Excel/Quickbooks**
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# *EMPLOYMENT*

***Availity***

#  *Financial System Administrator January 2017 –Present*

Responsible for integrating lines of business currently on other billing platforms to the Zuora billing platform. In charge of the implementation of Zuora across 5 lines of business, as well as the integration with Salesforce. Requirement gathering, testing database set-up, testing, and setting up production environment for go live

***Zuora***

*Technical Trainer June 2015-July 2016*

Lead customer and employee trainer with Zuora. Responsible for leading 6-8 VILT’s a month with customers, employees, and partners all in attendance. Trained customers at our biggest annual conference over the last two years both locally and globally. Help a group of graphic designers as the team SME and provided system content and functionality for class design. Have been part of designing over 30 courses in the last six months.

*Zuora Architect February 2012-June 2015*

Involved in daily customer ticket reporting in the areas of Z-Billing, Z-Commerce, Z-Finance, and Z-Payments. Assisted customers, partners, and internal employees with on-site implementation needs, as well as remote implementation tasks. Participates in daily communication with customers, support members, and other Zuora employees to ensure overall customer needs are met.

#  *Open Range Communication February 2010-November 2011*

*Zuora SME*

Manages a small team of 2-3 people to ensure all billing tasks are completed daily. Tasks completed daily include bill run verification and accuracy, payment posting, and all adjustment posting from Salesforce to Zuora. Also responsible for customer billing escalations as well as advising CSR’s on potential billing errors.

Also continued to play a vital role in the integration between Salesforce and Zuora. Continue to be the main knowledge point for the business in terms of system upgrades, enhancements, and day-to-day operations. Works closely with the Director IT, Revenue Assurance, VP of Customer Service and other key executives to help develop a system that helps operation.

*Billing Analyst*

Responsible for all daily billing functions for over 10,000 customers. Posted daily recurring invoicing, processed payments, and handled all outstanding billing issues. Reviewed daily posting

to ensure accuracy. Processed all credits, refunds, and any other systematic billing function for every customer in the system. Also was lead business representative in conversion from SAP billing platform to Zuora. Participated in requirements reviews, UAT testing, and final system implementation. Played a key role in what improvements and/or enhancements were needed in order to maximize the features of Zuora to ensure proper business flows.

***Sprint Nextel****July 2006-June 2009*

*Revenue Assurance Auditor*

Responsible for auditing the financial accuracy of all Sprint/Nextel billing cycles on a daily basis.
Team player, leading team meetings. Auditing and targeting million dollar error’s, 24 hour support to the needs of the company, providing support to the fraud and collection teams ,validate customer’s bills and ensure that we are catching problems before bills go out. Day-to-day operations include reviewing invoices, payment information, and adjustments given to customer to ensure that they are accurate and not being given fraudulently.

***Paramount Distributors*** *November 2004-July 2006*

# *Accounting Manager*

# Responsible for all accounting functions for small distributor. A/R responsibilities included cash receipts, postings to account, credit/debit issuer, main point of contact for collections, called on all accounts past 30 days due, deposits. A/P responsibilities include invoice posting, coding to proper general ledger, check runs, primary contact for vendors looking for payment. Month-end closing, some supervision, point of contact for customer escalations.  *Orica Explosives* *November 2002-Oct 2004*

*Financial Services Administrator*

# Responsible for processing A/R payments and posting them to customer's account. Run and called customers based on past due reports of over 30 days. Called anywhere from 25-35 customers on a weekly basis to set-up payment arrangements, pay-by-phones, fix invoice discrepancies. Refererred customers to other analysts if resolution couldn't be met. Also responsible for A/P help in terms of invoice posting. Backed up the Treasurer when out of office, processed checks, and mailed them out. Review of travel expenses to ensure were in line with company policy.  *Avaya Communication/Lucent Technologies* *February 1996-August 2002*

# *Account Representative (Avaya)*

Responsible for reconciling receivable accounts for large distributors and dealers for the company. Made outgoing and received incoming calls for customers over 45 days due on terms of contract. Run daily aging report and called customers based on that report to set-up payment arrangements, pay-by-phones, invoice discrepancies. Was in charge of the second largest distributor with the company to ensure they were paid within 10 days of receipt of invoice.

## *EDUCATION*

* Regis University---Bachelors degree in Business Management received in 2002
* Arapahoe Community College---Associates of Arts degree received in 1998