



Applicant#201310

#### EXECUTIVE/DIRECTOR CREDIT AND COLLECTIONS

With over twenty years of extensive experience in the financial sector, I am a detail-oriented professional skilled in overseeing operations, managing teams, and executing high-profile initiatives. My expertise includes developing and implementing credit and collections strategies and procedures that align with company principles, while maintaining a strong customer-centric approach. I am adept at setting strategic direction for credit management, credit and collections processes, and fostering a culture of exceptional customer service.

Excellent interpersonal and communication skills used to relate well with and interact with all levels of the organization. An astute professional who manages workload and prioritizes tasks independently. Strong cognitive abilities, including problem analysis, decision making, and financial and quantitative analysis. Maintains a welcoming and helpful attitude and a proven record of effectively managing conflicts.

#### CORE COMPETENCIES

Leadership, Credit & Collections Policies, DSO Reduction, Training, Motivation/Inspiration, Management, Challenge the Staff, B2B Credit & Collections, FDCPA & FCRA, SOX, Microsoft Dynamics – AX 12, Sequel, Trade & non-trade deduction, Intact, Tableau, Oracle NetSuite, AS400-Retalix, Microsoft GP, Infor M3

Bilingual: English/Spanish

#### CAREER ACHIEVEMENT

Strong understanding of U.S. collections compliance and consumer protection laws, including FDCPA, FCRA, and comparable regulations.

Effectively wrote and implemented guidelines and procedures to help reduce the DSO to 30-34 days from 130+plus days.

Institute credit and collections strategies and training for internal staff and third-party collections to help reduce the number

of customer accounts moved to Legal due to non-payment, therefore reducing bad-debt accruals.

Developed & Implemented AR Procedures, which were key in efficiency and productivity.

Developed Policy & Procedures to help Managed month end allowances for doubtful accounts & bad-debt reserve.

Researched & implemented ERP systems, which were key in reducing time spent on manual A/R Tasks, Cash

Application & AR Deduction Management.

Designed a new payables system that allowed the company to recapture \$85k+ in tax payments from 2008 to 2009,

and \$65k from 2010, due to tax exceptions.

Managed the research and preparation of Accounts Receivables and Credit & Collections due diligence reports

during Merger and Acquisition process.

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## PROFESSIONAL EXPERIENCE

FERRARO FOODS, INC, Piscataway, NJ      10/2021-11/2025

Director Credit & Collections

- Led the Global Credit & Collections Team made up of 4 CT, 11 NJ, 3 NY & 3 MD.
- Recruited, managed, motivated, coached, and developed the Global Credit & Collections Team.
- Developed personnel management based on the group's values and develop competence for all related positions to maximize results and business competitiveness within the department.
- Worked closely with company legal counsel on all collection matters and reviewed monthly status reports of all cases.
- Acted as the liaison with attorney's and /or collection agencies as needed.
- Held credit review meetings with sales leadership to address credit and collections issues for efficient resolution.
- Maintained good communications across all stakeholders, i.e., Finance team, Sales, Customer Service & back of the house.

- Managed deductions teams to ensure proper research & validation.
- Developed initiative taking measures to reduce the inflow of invalid deductions.
- Oversaw collections activities to meet company KPI's on bad debt, cash flow & DSO.
- Oversaw cash application activities to ensure integrity of proper application.
- Supervised month-end closing and ensure deadlines are on track.
- Performed creditworthiness evaluations for all new and existing customers, according to the organization methodologies by adopting both external & internal ratings, and seasonal payments criteria.

GOYA FOODS, INC, Jersey City, NJ – (6-month contract – extended) 09/2020 – 10/2021

Director Credit & Collections

- Directing staff of 20.
- Responsible for hiring, developing, and evaluating the A/R and Credit & Collections team.
- Authored and instituted continuous improvements in our Credit & Collections and Accounts Receivables departments.
- Developed and implemented collection strategies & guidance. Thus, reducing our over 91 days balances from \$1.9mil to \$129,000.
- Partnered with our IT and Sale departments to set up EDI customers.
- Manage major and independent accounts including review of credit applications, setting up credit limits, and monitoring trade changes considered a potential red flag indicating possible financial risk.
- Maximized collections and reduced bad debt by reviewing/developing strategies, and by authoring Credit & Collection processes and procedures to reduce the DSO.
- Worked and strengthened business to business relationships and operational collaboration with major clients such as Ahold, Albertson's, Amazon, CVS, Independent corner grocery stores (Bodegas), Korger, Target, Trader Joe's, Wal-Mart, and Wakefern.

FLEXIVAN LEASING, LLC, Kenilworth, NJ – (Company relocated to Arizona) 01/2017 – 09/2020

Director Credit & Collections

- Led, trained, motivated, empowered, and challenged a 20-30 staff in A/R, internal Credit & Collections, and 3<sup>rd</sup> Party Collections teams, and orchestrated all facets of Credit & Collections and A/R as well as third party

collections agencies.

- Successfully instituted cash posting and Credit & Collections policies/procedures and directed all three teams to align with company expectations.
- Collaborated with the Controller and Treasurer to meet company guidelines on bad debt and cash flow.
- Lessened DSO by setting up Credit and Collections KPIs.
- Authored internal processes and procedures for tracking account performance of DSO and aging.
- Synchronized the development and continuous training of Customer Service, A/R, and Credit & Collections teams.
- Wrote and managed best Credit and Collections practices including credit extension enhancements by partnering with management, Sales, Service Agents, and other functional departments.
- Cultivated and approved new customers; established credit limits and payment terms; and conceptualized and deployed A/R and Credit & Collections implementations aligned with corporate concepts.
- Reviewed/executed internal credit and collection practices and wrote new guidelines when needed for both internal and third-party collections teams.
- Aided during audits by gathering requested documentation related to credit and collections and cash postings.
- Reviewed accounts and escalated cases with unpaid balances to Legal; prepared litigation documents for customers; handled and maintained personal guarantees and UCC filings; assisted in equipment recovery from customers who defaulted.
- Worked in partnership with major clients such as Lowes, Floor & Décor, Home Depot, Harbor Freight, MSC, Dow Chemical, Textainer Group, Maersk, and OOCL.

TRADEWEB GLOBAL MARKETS, LLC, New York, NY 11/2015 – 01/2017

AVP Finance – Accounts Receivable & Credit and Collections

- Directed a team of 15 in A/R, Credit & Collections Global, and 3<sup>rd</sup> Party Collections; partnered with internal attorneys and outside collection agencies; developed training and collection strategies for both A/R and Credit & Collections Team; and developed/trained the staff in the best collection strategies and practices to help lessen bad debt and lower the DSO.
- Partnered with CFO-Controller setting up proper SOX compliance procedures and controls.
- Answerable for evaluating and monitoring trade receivables through the investigation and approval of all credit requests.
- Managed and participated in customer collection activities involving calls and off-site customer visits.
- Collaborated with the sales team and other departments regarding account updates; monitored/maintained/maintained/maintained customer credit statuses in the global database.; and produced customer reports for management and auditors.
- Worked in partnership with major clients including JP Morgan, BMO, Bank of America, and TDB.

RAB FOOD GROUP (dba) THE MANISCHEWITZ CO, Newark, NJ 02/2001 – 11/2015

Director Credit Collections

- Successfully directed, trained, and ensured adequate resources to a staff of 18-25 in A/R, A/P, billing, and credit/collections team; and sourced, hired, developed, and evaluated the A/R and Credit & Collections team; and created/instituted continuous improvement processes related to the A/R and Credit & Collections departments.
- Oversaw the standardization of all functions of the Credit & Collections process, payables, and a part of the procurement area, as well as invoicing.
- Conceptualized a value cost analysis that resulted in the discovery/elimination of waste, turning it into a financial gain.
- Accountable for reviewing and tracking delinquent accounts, evaluating the probability of collection, and verifying an adequate reserve for doubtful accounts.
- Maximized collections and reduced bad debt by reviewing/developing strategies, and

by authoring Credit &

Collection processes and procedures to reduce the DSO.

- Worked in conjunction with IT and Sales to set up EDI customers.
- Developed the chargeback/debit process to track deductions and resolutions.
- Cultivated major and independent accounts include reviewing credit applications, setting up credit limits, and monitoring trade changes considered a potential red flag indicating a possible financial risk.
- Partnered with shipping warehouses to minimize discrepancies; oversaw customer claims and adjustments to determine their validity; and implemented/managed the accuracy of markdowns.
- Worked with key clients that included Ahold, BJ's Wholesale, CVS, Costco Wholesale (USA & Canada), Pathmark, Rite Aid, Stop & Shop, ShopRite/Wakefern, Target (Canada), Walgreens, Walmart, Wegman's, Winn Dixie, and distributors such as DPI, Kehe Foods, Tree of Life, and Haddon House.

## CREDENTIALS

Notary Public – State New Jersey – May 2022 thru May 2027

