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# **Objective**

Executive leader managing order-to-cash and shared services, inclusive of global credit management, cash applications, accounts receivable, collections, bad debt and legal mitigation, customer billing processes and overall customer experience

# **Career History**

**TQL – Cincinnati, OH**  **05/2024 – 08/2024**

***VP of Accounting Operations***

Led multiple shared service teams of 400+ employees with oversight of all aspects of shared services relative to order to cash inclusive of indexing, scanning, billing, collections, dispute resolution, cash application, and audit.

**Yellow Freight –** Kansas City, KS **10/2022 – 05/2024**

***VP of Revenue Management***

Led multiple shared service teams of 700+ employees with oversight of all aspects of shared services relative to order to cash inclusive of Business Process Outsourcing for billing, collections, dispute resolution, cash application, and audit.

* Reduced Days Sales Outstanding (DSO) by 10 days contributing $280M in improved cash flow.
* Champion and lead contributor of first invoice accuracy measures that contributed to 6% improvement.
* Improved SaaS technology to improve cash application processes that contributed to 35% improvement in unapplied cash.

**Quantix –** Louisville, KY **06/2021 – 10/2022**

***VP of Finance - Revenue Cycle***

Led multiple shared service teams of 60+ employees with oversight of all aspects of shared services relative to order to cash inclusive of BPO for billing, collections and carrier payables.

* Managed 3 distinct lines of business as it relates to shared services (billing, collections, credit, cash application, payables) including 3PL brokerage, warehousing-value-added packaging, and liquid & dry bulk freight.
* Directed SaaS enhancements for cash application and collection/dispute management.
* Implemented SaaS technology to improve image indexing using advanced OCR technology and AI.

**Central Freight Lines -** Fort Worth, Texas **11/2018 – 06/2021**

***VP of Shared Services***

Led multiple shared service teams of 85+ employees with oversight of all aspects of order to cash.

* Initiated First Invoice Accuracy project to qualify/quantify billing improvement opportunities and reduce invoice lifecycle.
* Deployed SaaS cash application technology to improve auto-matching to 94% and improved departmental costs by 80%.
* Initiated the development and deployment of online claims filing processes.
* Directed teams to install advanced IVR/CRM capabilities with omni-channel outlets to support customer service.
* Lead contributor for Salesforce CRM implementation (SFDC)

**XPO Logistics -** North Richland Hills, Texas **02/2015 – 07/2018**

***Director of Accounts Receivable***

Led multiple shared service teams of 140+ employees and managed accounts receivables representing North American portfolios valued at $1B. Oversight of all credit decisions, cash application services, bad debt litigation and third-party placements.

* Spearheaded an automated credit-underwriting platform, using statistics for scoring models.
* Designed and implemented dispute management strategy providing accountability for disparate DOA approval workflows.
* Endorsed innovation to develop and install enterprise-wide collections software targeting process improvement in automated dunning processes.
* Developed and deployed cash application technology to improve automated matching rates with AI algorithms to expedite research and resolution – HC reduced by ~50%.

**SCHLUMBERGER** - Houston, Texas **10/2005 – 02/2015**

***Credit Manager, Majors and Support***

Managed $850MM in account receivables representing North American major/large transaction accounts receivable portfolios. Assimilated credit representatives from two distinct subsidiaries into the Schlumberger group and created a cohesive and dynamic team.

* Positive 5-day improvement of DSO in less than one year
* Key collaborative member of the integration of Get Paid collection software
* Facilitated automated cash posting using SaaS technology

***Support Services Manager, NA (Smith International - Schlumberger merger)***

Coordinating liaison between Operations, Supply Chain and Manufacturing to ensure timely deliveries and adequate supply of both tools and component material. Managed new product line implementation, ERP management and subsequent training.

* Launched forecasting, safety stock and maintenance initiatives within several product lines.
* Sponsored several Continuous Improvement events, using Lean Six Sigma techniques.

***Director Credit and Accounts Receivable (Wilson Supply - Schlumberger merger)***

Managed domestic and international credit risk of ~$300M encompassing billing, collections, bad debt and litigation.

* Innovative approaches deployed to improve DSO metrics by 14-days contributing +$100M in annual cash flow. Improved the revenue recognition capabilities within the organization.
* Leadership to establish corporate risk and collection policies providing organizational accountability in several areas such as a First Party Collection partnership and developing an Automated Credit Override Business Process

# **Skills / Experience**

* Significant experience in process development and improvements of standard operating procedures partnered with the use of emerging technologies to project organization vision into realistic and collaborative performance wins
* Continuous improvement initiatives for invoice billing compliance, document controls, A/R, SOX
* Expert talent and resource management, hiring, on-boarding and performance evaluation of large teams – Direct/Remote
* Excellent analytical skills regarding evaluation and development of KPI metrics

# **Education, Training and Certificates**

# *Bachelor of Science (BS) Business Administration, Finance*

University of Texas at Arlington, Arlington, TX

# *Bachelor of Arts (BA) Christian Ministries*

# *East Texas Baptist University, Marshall, TX*

*NACM Graduate School of Credit and Financial Management – Certified Credit Executive*

*Green Belt – Six sigma*

*Account Reconciliation, Pivot tables, Accounts Payable, Invoice Processing, ERP*