

Ethan Caldwell

COLLECTIONS ANALYST

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SUMMARY

Collections analyst with 5 years in accounts receivable at Pittsburgh manufacturers, analyzing a \$65M receivables portfolio across 1,200 customers. Builds aging analysis and cash forecasts in Excel, works deductions and disputes to root cause and sets priorities for 4 collectors. Known for attention to detail and practical problem solving.

EXPERIENCE

Collections Analyst

06/2023 - Present

Three Rivers Coatings Corp.

Pittsburgh, PA

Industrial coatings maker with \$520M in sales to 1,200 distributors and contractors.

- Analyze aging, DSO and cash trends on a **\$65M** receivables portfolio and publish a weekly Excel report.
- Set daily call priorities for 4 collectors, raising monthly cash collected by 12% in the first year.
- Research 150 customer deductions a month with sales and logistics, recovering \$640K in invalid short-pays in 2025.
- Forecast weekly cash receipts for the treasury team within 4% of actual, using open invoices and payment history.

Accounts Receivable Specialist

07/2021 - 05/2023

Allegheny Valley Glass

Pittsburgh, PA

Glass container manufacturer with 2 plants and 400 customers.

- Handled cash application for \$10M a month in ACH, wire and lockbox payments across 400 customer accounts.
- Collected on 300 accounts by phone and email, keeping receivables over 60 days below 5%.
- Resolved 90% of billing disputes within 15 days by working with sales and shipping.
- Wrote Word and Outlook dunning templates used by the 6-person accounts receivable team.

SKILLS

Collections

Accounts Receivable

Aging Analysis

Cash Application

Deductions Management

Cash Forecasting

Excel

Word

Outlook

Problem Solving

EDUCATION

Bachelor of Science

05/2021

Duquesne University
Accounting

Pittsburgh, PA

CERTIFICATES

Credit Business Associate (CBA)

04/2024

National Association of Credit Management