

Tamika Brooks

Collections Specialist

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☎ (816) 555-0134

📍 Kansas City, MO

🌐 linkedin.com/in/tamikabrooks

SKILLS

Collections —●

Accounts Receivable —●

Payment Arrangements —●

Dispute Resolution —●

Account Reconciliation —●

Excel —●

Word —●

Outlook —●

Customer Service —●

Negotiation Skills —●

EDUCATION

Associate of Applied Science

05/2021

Metropolitan Community
College

Kansas City, MO

Business Administration

CERTIFICATES

**Microsoft Office Specialist:
Excel Associate**

06/2022

Microsoft

SUMMARY

Collections specialist with 5 years of B2B collections and accounts receivable work, currently managing a \$9M past-due portfolio of 650 commercial accounts in Kansas City. Contacts customers by phone and email, negotiates payment arrangements and resolves billing disputes with sales and billing teams. Uses Excel and Outlook daily and keeps accurate collection notes on every account.

EXPERIENCE

Collections Specialist 03/2023 - Present

Prairie Line Foodservice Supply Kansas City, MO

Foodservice equipment distributor with \$380M in sales to restaurants, schools and hospitals.

- Manage collections on **650** commercial accounts with \$9M in receivables, contacting about 60 customers a day.
- Negotiate payment arrangements on 25 past-due accounts a month, with 94% of scheduled payments arriving on time.
- Investigate pricing and delivery disputes with sales and billing, resolving 80% within 10 business days.
- Cut balances over 90 days from 11% to 6% of receivables in 18 months while protecting customer service.

Accounts Receivable Clerk 08/2021 - 02/2023

Blue Valley Industrial Rentals Overland Park, KS

Equipment rental company with 4 branches and 1,100 business customers.

- Applied \$4M in monthly check, ACH and card payments with 99.5% posting accuracy.
- Reconciled 200 customer statements a month in Excel and documented every adjustment.
- Sent past-due reminder letters from Word and Outlook templates to 150 accounts each month.
- Researched short payments and credit memos on 40 accounts, clearing \$120K in unapplied cash.