

# NEW GRADUATE RESUME

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## FINANCIAL & CREDIT ANALYSIS • ACCOUNT MANAGEMENT • CREDIT / COLLECTIONS

**Award Winning - Received AT&T "Outstanding Credit and Collections Leadership Award" in 2008.**

Driven candidate with excellence in customer support, portfolio management, and client relationship development. Combine strong organizational and communication skills with the ability to independently plan and support accounts. Delivers the ability to balance competing demands with ease and efficiency.

- **Business Development:** Proactive in delivering outstanding analysis, assistance, support, and business planning, including reporting, scheduling, and process streamlining. Results-oriented, able to balance multiple responsibilities, consistently delivering results on time.
  - **Client Services & Customer Relations:** Customer-centric professional Highly adaptable, rapidly learns new procedures and processes, and quickly adjusts to changes in schedule, team structure, assignment parameters, and organizational objectives. Offers unparalleled resourcefulness, consistency, and diligence in achieving business objectives and both short and long term goals.
  - **Account Management:** Internal support to departmental operations, adept at handling highly confidential and sensitive company information, maintaining detailed leadership and procedural processes, and retrieving and manipulating data, quickly and accurately.
  - **Technical Skills:** Business Objects; Get Paid; Microsoft Office Applications; Oracle Financial, SAP.
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## PROFESSIONAL EXPERIENCE

**MEDTRONIC, INC.** – Columbia Heights, MN: 2008-Present

**Credit & Collections Representative:** Administered all aspects of portfolio management, supporting 140 accounts with \$12M in receivables. Verified and assessed liquidity, profitability and credit history. Collaborated with companies to assess regional/geographic components and determine credit worthiness. Coordinated all aspects of business development, strategic negotiations, and account development.

**AT&T INC.** – Minneapolis, MN: 1996-2008

**International Complex Collections Project Manager (2006-2008):** Managed client relations, strategic planning, and overall project management, Finalized monthly reconciliations using Excel, Oracle, and FX rates for European, Asia Pacific and Latin American clients.

**Commercial Credit Analyst, Credit Department (2004-2006):** Outlined and established credit limits by assessing collection accounts, market conditions, and credit bureau reports. Championed relations building, credit analysis, and account management.

**Billing & Collections Specialist, Global Customer Care Center (2004):** Led billing/collections, payment processing, and account analysis. Documented and maintained accurate information. Identified and resolved all discrepancies and disputes. Excelled in conflict resolution.

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## EDUCATION & TRAINING

**MASTER OF MANAGEMENT: Business Management**, University of Phoenix, St. Louis Park, MN

**BACHELOR OF SCIENCE: Business Administration**, National American University, Bloomington, MN

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## PROFESSIONAL AFFILIATIONS

MECCA Diversity Employee Resource Group (ERG) - *Steering Committee Leader, Treasurer*  
Medtronic Women's Council (MWC)