







GARRETT HOLLOWAY

AR leader with 12 years across SaaS, telecom, and commercial real estate. Built and managed teams of up to 9 specialists, owned global cash application strategy, and led two ERP conversions. Known for turning chaotic ledgers into predictable cash forecasts.

CONTACT

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EDUCATION

M.B.A. Arizona State University (W. P. Carey)

September 2019

B.S. in Accounting University of Arizona

February 2012

KEY SKILLS

- Team leadership and hiring (teams of 4 to 9)
- Oracle Cloud ERP, Yardi Voyager 7s, NetSuite
- HighRadius and Esker AR automation
- Credit policy design and bad debt reserve modeling
- DSO and working capital analysis
- ERP conversion and UAT planning
- Audit support (Big 4 external audits)

PROFESSIONAL EXPERIENCE

AR MANAGER I SOLSTICE CLOUD COMMUNICATIONS, PHOENIX, AZ
FEBRUARY 2020 – PRESENT

- Lead a team of 7 AR specialists and 2 cash application analysts supporting a \$186M annual revenue book.
- Reduced DSO from 62 days to 39 days over 18 months, freeing roughly \$11.7M in working capital.
- Implemented HighRadius autonomous cash application, taking the auto-match rate from 54% to 88%.
- Partnered with legal and sales ops on a credit policy rewrite that cut bad debt expense by about 35% year over year.
- Run quarterly business reviews with the CFO on aging trends, customer concentration risk, and reserve adequacy.

SENIOR AR ANALYST I MERIDIAN TOWER REALTY, SCOTTSDALE, AZ
MARCH 2017 – MAY 2020

- Managed tenant AR for a 4.2M square foot commercial portfolio across 6 metros.
- Built a CAM reconciliation workbook that cut year-end true-up cycle time from 11 weeks to 6.
- Led the AR workstream on a Yardi Voyager 7s upgrade, including UAT scripts and tenant ledger migration.
- Coached 3 junior analysts, two of whom were promoted to senior roles within 18 months.
- Negotiated payment plans on 14 distressed tenant accounts during a portfolio refinance, recovering nearly all balances.

AR TEAM LEAD I PINECREST TELECOM HOLDINGS, MESA, AZ
MARCH 2014 – AUGUST 2017

- Supervised 4 AR clerks handling residential and small-business billing for approximately 95,000 subscriber accounts.
- Cut write-offs by about 22% by rebuilding the collections cadence and adding a pre-disconnect courtesy call step.
- Owned the monthly bad debt reserve calculation reviewed by external auditors at year end.

- Rolled out a new lockbox provider, reducing daily cash posting from same-day-late to same-day-by-noon.

AR SPECIALIST I PINECREST TELECOM HOLDINGS, MESA, AZ

MAY 2012 – JULY 2014

- Processed daily cash receipts and handled tier-2 escalations on disputed phone and internet charges.
- Reconciled the residential AR subledger to the GL monthly with zero unresolved variances for 9 consecutive months.
- Helped pilot the first auto-pay enrollment campaign, which moved about 18,000 accounts off paper checks.