

JB

Jeffrey Baker

Accounts Receivable

CONTACT INFORMATION



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Columbus, OH 12345

EDUCATION

B.B.A. in Finance, The Ohio State University, 2019

KEY SKILLS

- Sage Intacct
- Bill.com
- HubSpot
- Order-to-cash
- Aging analysis
- Customer dispute resolution
- Excel (Power Query, INDEX/MATCH)
- ASC 606 awareness
- Cross-functional collaboration
- Process automation

ABOUT ME

Accounts receivable specialist with 5 years across SaaS and manufacturing billing. Owns the full order-to-cash cycle for mid-market accounts and has rolled out automation in Sage Intacct and Bill.com that trimmed manual touchpoints. Known for working disputes to closure without losing the customer.

PROFESSIONAL EXPERIENCE

SENIOR AR SPECIALIST | FOXGLEN SOFTWARE, COLUMBUS, OH
2022 - PRESENT

- Own collections and cash application for 240 SaaS customers representing \$9.4M in ARR.
- Reduced over-90-day balances by 38% in the first year by tightening the escalation calendar and looping in CSMs earlier.
- Implemented automated payment reminders in HubSpot tied to invoice aging, eliminating roughly 12 hours of manual email work each week.
- Lead monthly AR aging reviews with the controller and document agreed write-off and reserve decisions.
- Trained 2 junior coordinators on dispute coding and the company's revenue recognition rules around credits.

ACCOUNTS RECEIVABLE SPECIALIST | LINDEN VALLEY MANUFACTURING, DAYTON, OH
2020 - 2022

- Processed weekly billing runs averaging 450 invoices across distributor and direct accounts.
- Resolved customer deductions tied to short shipments and pricing errors, working with sales and warehouse leads.
- Built an Excel dashboard tracking top-25 customer balances that was adopted by the CFO for weekly cash forecasting.
- Cleared a 2-year backlog of unapplied credits totaling \$74,000 during a system migration to Sage Intacct.