

MARY DOE

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SUMMARY

Accomplished financial analyst with extensive experience in the telecommunication industry • Strong academic and on-the-job training • Outstanding ability in data mining and analyses of huge customer data bases containing a wide range of variables • Practiced in-depth knowledge of computer software • Compelling negotiator with excellent communication skills • Recognized inherent as well as trained sense of empathy in understanding and dealing with the needs and desires of people of diverse cultures and backgrounds • Energetic and detailed oriented perfectionist and team leader with an established record of multi-task proficiency, creativity, resourcefulness, organizational command, and problem-solving know-how

EXPERIENCE

CENTENNIAL COMMUNICATIONS/CENTENNIAL DE PUERTO RICO • WALL, NJ

Progressive increases in responsibility and position in the same wireless telecommunications company since 1999:

Senior Accountant

May 2006 to present

Serve in the corporate offices of this US-based company, administrating accounting functions for their Puerto Rico operations, which serves more than 360,000 customers. Fulfill the monthly revenue closing process, make journal entries, and perform various revenue-related analyses. Investigate variances in revenue, usage, and numerous other parameters. Prepare a monthly management reporting package. Generate reporting processes for new products. Focus on continually improving the automation of revenue accounting.

Revenue Analyst

2002 to 2006

Created ad-hoc reports and financial analyses dealing with ARPU, rate plans, usage, and credit class for executive management. Maintained monthly revenue reports for the accounting department. Assisted upper management with special projects. Performed daily analyses of financial data as well as subscriber behavior and other characteristics, including behavior patterns, equipment usage, credit, customer restrictions, and numerous other variables. Used Access, Excel, Monarch, as well as Lawson for general accounting.

Senior Wireless Billing Analyst

2001 to 2002

Oversaw the billing department consisting of five billing approval associates checking for accuracy and quality control prior to mailing bills. Coordinated the scheduling for all bill cycles. Performed analysis on revenue and subscriber usage for each billing cycle. Participated in streamlining a number of department functions.

Revenue Associate

1999 to 2001

Prepared monthly revenue reports for Puerto Rico Wireless operations, including trend analyses. Administered a daily sales report containing subscriber information for wireless operations in Puerto Rico and the Dominican Republic. Made various general ledger entries.

Bill Approval Associate

1999

Reviewed selected bills for each cycle to verify accuracy of rate plans, features, promotions, and toll charges. Performed troubleshooting of billing issues. Explained variances in usage and revenue for each billing cycle. Trained newer associates in reviewing bills and the post-billing process. Coordinated with supervisors and team members to identify and resolve billing systemic and technical problems.

- **Accomplishments:** Credited with automating the billing selection process. Created ad hoc enhanced usage reporting for the post billing process. Discovered and resolved several truncation issues on various billing reports. Designed value-added reports, which included reporting on a number of factors such as cumulative revenue and usage on a weekly basis, accounts receivable by credit class, write-offs by credit class, and separate reporting for various data products.

CENTRASTATES MEDICAL CENTER • FREEHOLD, NJ

Medical Laboratory Technician

1994 to 1999

AMERICAN INTERNATIONAL GROUP, NEW YORK, NY

1977 to 1987

Insurance Underwriter, Directors & Officers Pension Trust Liability

Analyzed financial reports. Utilized research materials in adhering to underwriting guidelines. Administered a *New Line* book of business; assigning accounts to others based on experience. Train new employees regarding underwriting guidelines. Negotiated insurance terms with brokers and clients.

EDUCATION

MBA in Finance

expected 2008

Bachelor of Science in Finance, Minor in Information Technology, graduated cum laude

May 2006

MONMOUTH UNIVERSITY • LONG BRANCH, NJ

COMPUTER KNOWLEDGE

Demonstrated proficiency in the use of Excel, Access, Word, PowerPoint, Lawson, Oracle, Outlook, and Monarch
