

Michelle McGee

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Areas of Expertise

- 15+ years of extensive experience in account, inventory and banking reconciliations including research and general ledger adjusting entries.
 - Well-developed analytical skill; accuracy and attention to detail required in all job functions.
 - Expert knowledge of various accounting functions including Accounts payable and Accounts Receivable, budgets, billing, invoicing, collections, and forecasting.
 - Demonstrate outstanding customer service, communication and interpersonal skills.
 - Proficient in analyzing, auditing and interpreting data.
 - Fluent in Microsoft Word, Excel, PowerPoint and Outlook; Sequel, 10-Key touch 16,000 kph – Typing 55 wph.
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Experience

Property Accountant

- Maintain the general property management/accrual bookkeeping/double entry account functions.
- Annual and Quarterly operations expense billings, interface with executive and departmental personal.
- Bank Reconciliation, payroll operations, financial reporting, tenant maintenance.
- Cross training personal

Dialer Manager

- Oversee and maintain the dialer system including, system set up, maintenance, realignment, administration and monitoring to allow for efficient use of all dialer aspects, organizational effectiveness and maximum performance.
- Strategize, execute and manage dialer strategy for multiple teams to ensure campaigns are penetrated efficiently and effectively.
- Implement a comprehensive dialing strategy to manage dialer performance metrics including service levels, occupancy, call routing, penetration rate, After Call Work, Right Party Contact's(RPC) and overall collections to ensure Key Performance Indicator's are surpassed
- Develop, generate, analyze and distribute reporting; to include real-time adjustments and campaign changes to drive peak RPC's, related to the dialer's performance and strategy objections as well as agent statistics and identify trends to help determine the need for strategy refinement and/or collector training.
- Conduct regular audits of dialer statistics, segmentation strategies and overall inventory to verify Client Service Level Agreement's as well as in adherence of all State and Federal regulations.

Collector I – Account Manager

- Negotiate financial assistance and develop solutions for individuals with mortgage delinquent accounts.
 - Prepare and monitor payment plan agreements; receive monthly bonuses for achieving 100% to 300% over monthly goal.
 - Monitor and update status of accounts and research and evaluate recommended appropriate action.
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Education

BS Business Management, University of Phoenix, ACBSP, Westminster, CO	07/2010
MBA Business Administration, University of Phoenix, ACBSP, Lone Tree, CO	04/2012
➤ Delta Mu Delta International Honor Society, GPA 3.93	12/2011
