

# STEPHANIE MACK

[REDACTED], Aurora, IL, [REDACTED], [REDACTED]

## **Qualifications Summary**

### **Finance**

- Produce financial statements for forecasting and benchmarking purposes
- Ability to negotiate contract terms
- Tenacious approach to A/R process in an effort to meet goals established by company

### **Business Management**

- Lead and develop teams to successful revenue achievements
- Perform root cause analysis and develop a plan of action to address discrepancies
- Develop procedures to improve performance in collections and bad debt accounts

### **Sales**

- Effective oral and written communication to create urgency and secure client appointments
- Demonstrated persistence in achieving and following up on client leads
- Manage lead software to track sales activity

### **Technical**

- Software: BPC MS, NW, ERP, CRM - Salesforce
- Proficient in Microsoft Office Suite, especially Excel
- Keen eye for detail

## **Work Experience**

Torch Mark/ Liberty National

2018

Career Agent Trainee

- Contacted 25 – 60 clients weekly to generate leads
- Delivered weekly presentations to clients
- Used Trello Time Management software to work more efficiently to achieve company goals

Johnathan Wesley

- Pitched on over 100 customers providing information on NRG Home
- Assist customers in the process of signing up for NRG Home

Robert Half Management Resources, Oakbrook, IL

2007 – Present

Manager

- Conducted thorough analysis of receivables and identified 3 major causes of rapid increases
- Led and developed a team of 7 through continuous coaching and performance management
- Developed collection management and project goals, monitored progress, and allocated resources as necessary

Randstad / Met Life, Aurora, IL

2014 – 2015

Billing Analyst

- Provided prompt resolution to payment and processing billing errors
- Completed processing for 60 – 100 records per day which met company goals
- Successfully processed refunds and performed account analysis using MetLife operating systems

Sprint Communications, Rosemont, IL

1987 – 1997

Team Lead Supervisor

- Handled bankruptcy, mergers, and acquisitions
- Provided credit analysis resulting in 15% increase in bottom line accounts receivables
- Improved efficiency of account administrators by 35% within A/R department
- Reduced A/R accounts by 17% through improving collection practices and performing risk analysis
- Decreased fraudulent activity by 10% through skip tracing investigations on suspicious accounts
- Trained new hires in A/R department

## **Volunteer Experience**

Chicagoland Churches of Christ, Aurora, IL  
Bible Teacher

1988 – Present

*Teach mathematical, forecasting, and demographic techniques from the books of Leviticus and Genesis. In addition, teach family law concepts from the book of Deuteronomy.*

Hillside Rehab and Care Center, Yorkville, IL

2010 – Present

*Serve as a companion to seniors monthly to lift their spirits through reading and accompanying them to programs.*

Oswego School District 308

2007 – 2008

Substitute Teacher for International Students

- Implemented prepared lesson plans for international students grades Pre K – 12<sup>th</sup>
- Created a positive learning environment by monitoring student participation and behavior

### **Education**

Benedictine University, Lisle, IL  
Master of Science in Finance

Roosevelt University, Chicago, IL  
Bachelor of Science in Business Administration

Southwestern Christian College, Terrell, TX  
Associate in Business Administration

The American Institute of Paralegal Studies, Chicago, IL  
Certification in Paralegal