JULIAN MERCER

ACCOUNTS RECEIVABLE SPECIALIST

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PROFESSIONAL SUMMARY

Accounts Receivable Specialist with 7+ years in B2B billing, cash application, and collections for software and distribution companies. Keeps invoices accurate and aging buckets under control while maintaining good relationships with customer finance teams.

PROFESSIONAL EXPERIENCE

Accounts Receivable Specialist Apr 2023 - Present
Zendesk, San Francisco, CA

- Own collections for a book of 450 mid-market accounts, lowering days sales outstanding from 51 to 43 over five quarters.
- Apply about 900 payments a month in NetSuite and match remittances within a day, reducing unapplied cash from $310,000 to under $60,000.
- Reconcile the receivables subledger to the general ledger monthly and clear differences above $500 before the controller's close meeting.
- Review customer credit holds with sales each week and release valid holds within a day to avoid delayed service provisioning.
- Built a tiered dunning calendar with email templates, lifting on-time payment on invoices under $10,000 from 71% to 82%.
- Partner with sales and support to settle billing disputes, resolving 85% of them inside ten business days.
- Prepare the monthly cash collections forecast for the controller, with actual receipts landing within 6% of forecast in the last four quarters.

Billing and Collections Analyst Feb 2020 - Mar 2023
Sysco, Houston, TX

- Issued 2,000 customer invoices a month and caught pricing errors before release, which cut credit memos by 15%.
- Reduced balances older than 90 days by $420,000 through call campaigns focused on the 25 largest past-due accounts.
- Prepared the weekly aging report for the controller with notes on risk accounts and proposed reserve changes.
- Cleaned up 140 stale credit balances and unapplied items during a system migration, and finance confirmed the balance tied to the ledger.
- Trained two billing clerks on call scripts and account notes, which shortened the time to log collection outcomes.

Billing Clerk Jul 2018 - Jan 2020
Grainger, Houston, TX

- Matched shipping records to orders and posted invoices daily, keeping unbilled shipments under 0.5% at month end.
- Handled credit limit reviews for new accounts using trade references and credit reports, and sent exceptions to the credit manager.
- Mailed statements and followed up on 60 past-due accounts weekly, collecting 90% of balances under 60 days old before escalation.
- Posted lockbox cash receipts daily and matched them to open invoices, with fewer than five exceptions a week.

CORE SKILLS

Collections | Cash application | Invoicing | NetSuite | Aging analysis | Credit reviews | Dispute resolution | Dunning processes | Reconciliation | Salesforce | Excel | Bad debt reserves | Customer communication

EDUCATION

B.B.A. in Accounting, University of Houston, Houston, TX

CERTIFICATIONS

Certified Credit and Collection Professional (CCCP) | Microsoft Excel Associate