






SANDRA BUTLER

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ABOUT ME

Highly enthusiastic, willing to go the extra mile and happy to go beyond the job description.
Respectful towards others and I have a positive, willing and 'can do' attitude.
Keen to learn, interested in driving my own career progression and proactive in taking ownership.
Ability to build rapport with colleagues and clients alike.
A high degree of initiative and the ability to cope in a demanding environment.
Ability to understand financial information, accuracy of data and interpret information.
Ability to work at pace and meet deadlines whilst maintaining excellent quality of work.



EDUCATION

South and City College, Bourneville Campus in Sept 19 - Sept 2020

Level 2 in AAT Certificate in Accounting 5 modules

The Manchester College in 2013 - 2014

Diploma in ICT Systems and Principles for IT Professionals A+ Hardware & Operating System technologies

Bury College in 2010 – 2012

Diploma in Engineering and in Electro-Technical Technology

Hopwood Hall College in 2009 – 2010 GCSE's x5



EMPLOYMENT

Systems Used; Citrix, Agresso, Synergy, OWIT Global, Risk Clearance, Unirisx, Deutsche Banking System, GETPAID, Manual Payment APP -UAT, High Gear, Power BI, Cross Currency, Jabber, Microsoft package, COA, Crystal, Facman, One Touch -NAV, Oracle ERP, Sage 500, Siebel, SITS Client, SolarVista, Techman, Touch Star.

Beazley Insurance Group Birmingham, UK. March 2021 – Jan 2023 (Fixed Term Contract)

UK & RoW Credit Control Technician

Internal: Underwriting, Claims, Finance and UK & RoW Operations teams.

External: Brokers, 3rd Party service providers and external credit controllers.

Develop meaningful and strong working relationships with key stakeholders across the Group.

Monthly bank reconciliations / financial accounting with Multi – Currencies i.e USD, Euro, GBP, SGD, CHF.

Agresso system - Active management of aged debts Ledger with a value of £100mil at approx. 1000 accounts.

Successful monthly cash allocations £4mil (Aged and current) and internal/external queries, at 60 Broker accounts.

Unirisx system- Aged debts Ledger with a value of £5mil at approx. 20,000 accounts.

Successful monthly cash allocations £600k at approx. 300 brokers, Includes brokerage/Tax/commissions.

Achieved the completion of personalized projects relating to specified broker accounts by collaborating with stakeholder, Directors, and 3rd Parties.

Achieved internal recognition and awarded for best employee of the month within the credit control team, a few times.



EMPLOYMENT CONTINUES...

Birmingham City University Jan 2019 – Jan 2021

Finance Analyst / Credit Control

Commercial and Sponsored accounts within the finance department.

Process invoices, receipts and payments using Oracle Client ERP along with New Supplier Forms.

Check and verify source documents such as invoices, credit notes, receipts, computer printouts and Cash Book.

Allocate and post financial transaction details to subsidiary books.

Produce reconciliations as appropriate.

Obtaining remittances for unapplied receipts, successfully allocate payments and raise refunds when necessary.

Generate financial reports with analysis of the financial statements including cash flow, profit and loss statements and balance sheets.

Provide the information accountants and auditors need for their reports and audit.

Deal with internal and external queries and resolve conflicting matters.

Contact individual debtors to collect monies owed utilize varied methods of contact including telephone, email, letter etc.

Agree appropriate payment plans considering specific circumstances of each case.

Ensure that contact with debtors is professional, appropriate, and empathetic and upholds a positive image of the University.

Ascent (Irwin Mitchell Solicitors) in Manchester, UK. Jan 2018 – Dec 2018.

Credit Control / Client Support Officer

Clients: NatWest, RBS, DLC, Black Horse, ME II & III, Cabot, Santander, Halifax and Commercial accounts i.e. SIXT Rent a Car, The Doctors Laboratory, Ecotricity, Nestle etc.

Type of Debts: Personal Loans, Overdrafts and Guarantees, Store Cards, Store Finance, Mortgage Shortfall, Second Mortgage, Secured Loans.

Managing all consumer and B2B enquiries through phone calls, letters and emails and ensure appropriate assistance in compliance with company policies and procedures.

Develop and maintain a working knowledge of client's policies, procedures, and systems.

Negotiate payment plans, methods and schedules that suit Customers current financial situation.

Excellent management of Customer files, recording times, dates and noting information.

Opening and closing files and accounts, as required

Build loyalty through both client and customer satisfaction in a professional manner including Vulnerability and Mental health, whilst maintaining close and regular contact.

Liaising with Third parties such as; Lawyers, Solicitors, Debt Management Companies, County Courts, Field Agents, insurance companies.

Carrying out legal research in relation to liability disputes, case law and technical areas of insurance law i.e. bankruptcy, IVA, County court judgements, charging order, AOE – attachment of earnings.

Requesting redemption statements, statements of account, deed and notice of assignment and Letter of Satisfaction.

Supporting and assisting the head of department and other senior fee earners in the delivery of service level agreements

Budget Travel and Tours in Dar es salaam, Tanzania. Sept 2016 – Nov 2017.

Marketing and Managing Director

Represent at trade association meetings to promote the company.

Travel across the globe to meet existing and potential clients.

Plan, organize and book tourist attractions, accommodations, safaris, flights, cruises and other means of transport.

Managing, monitoring, and coaching different departments by being in regular contact with each area and ensuring that information is communicated throughout the company.

Plan, direct and monitor preventive maintenance and repair programs.

Advertising and promotional activities including print, online, electronic media, direct mail and one to one.

Client meeting, assisting sales representative with maintaining relationships, negotiating, and closing deals.

Issuing contracts to businesses

Checking payments, due dates and accounts are all up to date.

Coordinate and inspect all transportation services including shuttling and suitable vehicle environment.

Organize and facilitate staff meetings to keep employees motivated and informed of business operations.

As the first credit controller to be employed by the company, I had formulated an original Aged Debt report.

Monitor accounts balance and payments.

Provide Account statements, invoices, Proforma, Deposit invoice, Payment plan letters, closing account letters and Legal Action letters.

Updated cash book daily for new payments received via Bacs or Cheques and Posted above items to accounts on sage.

Looked up job numbers or purchase orders on solar vista to obtain sales invoice numbers.

Credit Risk Check, Print / Scan / Provided Bank details, relevant invoices, and account statements.

Checked invoice postings on purchase ledger if posted Net/Vat/Gross and correct dates entered.

Created and Issued warning letters and emails in stages to debtors.

Negotiate on payment plans and Set up Direct Debits

Allocate funds to the correct account.

Accounts reconciliation and Update Aged Debt report daily and Report to Finance Director and solicitor with current Debtors report.

Schedule and attend meetings with senior managers, CDMs, finance directors, Client services Directors, Solicitors etc.

Successfully trained and supervised newly recruited staff and Apprentices.

RBS - Royal Bank of Scotland. in Manchester, UK. Jan 2015 – August 2016

Credit Control / Credit Risk Analyst / Payroll Administrator

(Full time Education 2014)

Convergys Ltd (Vodafone) in Manchester, UK. Sep 2012 – Dec 2013

Customer Retention / Sales Advisor - My first Job