



JOHN

[VIDEO INTERVIEW](#)

WORK EXPERIENCE

SOLUTIONS ANALYST (ORACLE NETSUITE)

Oracle NetSuite | April 2022 – December 2025 (3 Years, 9 Months)

- Implemented and customized NetSuite solutions by configuring fields, records, reports, dashboards, and data imports/exports; supported change management, assisted presales demos, and collaborated with decision-makers to optimize technology and business processes

CREDIT CONTROLLER

Ingram Micro | November 2021 – April 2022 (6 Months)

- Managed retail accounts receivable portfolios, resolved client disputes, reviewed credit limits and order holds, reconciled payments, generated AR reports and statements, and supervised collectors and resolvers to maintain healthy cash flow

RISK ANALYST

Emerson Electric Asia Ltd. | April 2020 – October 2021 (1 Year, 7 Months)

- Reviewed and approved customer orders using Oracle Credit Management, set credit limits, prepared executive-level credit and risk reports, supported extended terms approvals, and assisted collectors with delinquent account escalations

SENIOR COLLECTOR

Emerson Electric Asia Ltd. | January 2019 – April 2021 (2 Years, 4 Months)

- Assisted in managing collections teams, drove performance metrics, reduced past-due balances, and supported departmental initiatives to improve recovery rates and AR efficiency

COLLECTIONS SPECIALIST II

Emerson Electric Asia Ltd. | July 2017 – January 2019 (1 Year, 7 Months)

- Supported managers on special projects, contributed to reporting and recovery initiatives, and maintained accurate collections documentation and processes

COLLECTIONS SPECIALIST

Emerson Electric Asia Ltd. | July 2015 – July 2017 (2 Years)

- Executed billing, reporting, and collections activities, trained new hires, monitored delinquent accounts, and ensured timely follow-ups and reconciliations

COLLECTIONS ASSOCIATE

Emerson Electric Asia Ltd. | March 2014 – July 2015 (1 Year, 5 Months)

- Managed daily cash postings, reconciled bank and system data, investigated billing issues, maintained AR systems, and coordinated closely with sales teams to ensure timely collections

SENIOR TECHNICAL SUPPORT PROFESSIONAL

Stream Global Services | May 2011 – February 2013 (1 Year, 10 Months)

- Provided wireless internet and basic networking support, handled billing concerns, upsold services, trained new team members, and analyzed performance metrics using CRM and Salesforce tools.

SKILLS/AREAS OF EXPERTISE

- Credit Control & Collections
- Accounts Receivable (AR) Management
- Solutions Analysis
- NetSuite Configuration & Customization
- Payment Reconciliation
- Credit Risk Assessment
- Dispute Resolution
- Reporting & Data Analysis
- Order Hold & Credit Limit Review
- Team Support & Training

TECHNOLOGY

- NetSuite (Oracle)
- QuickBooks
- SAP
- Salesforce
- Microsoft Office (Excel, Word, Outlook)

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