

# SUNIQUE C. CHARRE

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## ACCOUNT MANAGEMENT

Customer-centric professional, managing account receivables process from billing/invoicing to payment and collections. Build long-term relationships with corporate and government clients as well as suppliers; provide customized support in use of systems, tools, and procedures to expedite payment remittance. Collaborate with diverse internal/external stakeholders to coordinate and improve processes and system conversions. Assess customer needs and advocate for assistance as needed. Bilingual in English and French.

### *Core Competencies*

Account Management | Supplier Management | Process Improvement | Requests for Quotation (RFQs) | Relationship Development | Reporting | Project Management | Application Screening | Budget Management | Account Reconciliation | Billing | Accounts Receivable

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## PROFESSIONAL EXPERIENCE

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**Strategic Grounds Management**, Remote in Boston, MA

***Bilingual Account Manager | Oct 2022 – April 2023 (collective layoffs)***

Managed the Canadian French speaker customers portfolio. Resolved complaints and prevented additional issues. Collected and analyzed data to learn more about customers. Worked with snow removal and landscaping vendors to ensure proper and timely service on-site. Sought new opportunities in areas already serviced. Supported clients by researching new vendors to supply their existing or growing needs. Worked with translator to set up the company website French page.

**Lycée Français de Chicago (The French International School)**, Chicago, IL

***\*Senior Billing Administrator | Jul 2018 – Oct 2022***

Managed 800 student accounts, including \$14M of annual billing and tuition payment planning. Partnered with CFO to manage \$3M annual financial aid budget and analyze distribution. Addressed parent requests and oversaw financial aid application process. Collaborated with admissions office to pre-evaluate family financial aid need prior to financial aid committee reviews. Prescreened applications scheduled/attended Financial Aid Committee meetings, proposed review guidelines/rules for adoption, participated in review process, communicated decisions to families, and responded to reconsideration requests. Monitored French government scholarships and acted as liaison between school and French Consulate of Chicago regarding financial aid and tuition detail reports. Tracked Empower Illinois SGO scholarship process for school applicants.

***\*Student Billing Specialist | July 2014 – Jun 2018***

Maintained accurate, updated billing system data, receivable files and records, and transaction documents. Reviewed accounts receivable details for delayed payments, non-payments, or irregularities and follow up on collections. Processed journal entries for billing/payments and reconciled billing system and general ledger monthly. Collected tuition data metrics from billing, net payments, delinquent aging, and account receivables aging reports to assist management with decision making. Coordinated implementation of online billing system during transition from manual billing process. Researched, sourced, and contracted with vendor for financial aid/application system that improved speed and accuracy of billing and reporting. Reviewed billing process, analyzed data, and recommended technology upgrades. Wrote financial aid procedures and FAQs to assist parents with process.

**Bravosolution**, Chicago, IL

***MOC Analyst | Oct 2012 – Jul 2014***

Provided strategic procurement services to clients, including Canadian government; researched and identified suppliers worldwide. Connected buyers with suppliers, assisted vendors with registration process, conducted training platform usage to optimize quotes, and monitored participation in Requests for Quotation (RFQs). Provided technical support to buyers and sellers; assisted with troubleshooting and application access.

- Performed English to French translation of new procedures and guidelines for Ontario government project.
- Monitored, recorded, and followed up on Canadian users' payments.

**Agentrics - Neogrid**, Chicago, IL

***CSS Specialist | May 2011 – Jun 2012***

Monitored RFQ sessions and supplier ability to navigate application and place bids. Assisted application users in completing registration and creating/managing accounts. Acted as liaison between consultants and French-speaking customers.

- Delivered supplier training sessions on marketing techniques and platform use to increase buyer engagement.
- Trained retail buyers on using system to attain competitive quotes.

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- Researched and documented technical system incidents through resolution and communicated results to customer and consultant. Escalated to technical support team when needed.

## **Exxon-Mobil Pipeline Project - TCL Geodis, Cameroon, Africa**

*Accounts Receivable Analyst | Jul 2005 – Mar 2010*

Prepared, reviewed, and processed bills and invoices. Processed and posted electronic and manual payments via billing system. Monitored customer account details for non-payments, delayed payments, and discrepancies. Managed collection process by examining missed payments, customer payment plans, payment records, and credit lines; followed up with collection agency. Processed accounts receivable analysis and produced monthly reports.

- Collected and summarized data for management review.

*Prior experience as Health-Safety-Environment (HSE) Office Manager, Exxon-Mobil Pipeline Project - SDV (Groupe Bolloré), Cameroon, May 2003 – Jul 2005*

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## EDUCATION

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**DeVry University**, Chicago, IL and online

*Bachelor of Science in Technical Management*

**City Colleges of Chicago**, Chicago, IL

*Associate of Arts in Liberal Arts*

**NewTech Institute**, Cameroon, Africa

*Associate of Science in Accounting*

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## TECHNICAL SKILLS

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**Databases:** CRM, Siebel, FACTS, FAST, Blackbaud (Financial Edge and Education Edge)

**Microsoft Office:** Word, Excel, PowerPoint, Access, Visio, Teams