

PETER EVANGELISTA

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EDUCATION

Coursera

Google UX Design Professional Certificate

University of Central Florida

Bachelor of Science, Integrative General Studies, Psychology and Marketing

PROFESSIONAL EXPERIENCE

Fanatics

Sr. Accounts Receivable Analyst - Collections

July 2024 - Nov 2024

- Streamlined collection strategies, reducing Days Sales Outstanding (DSO), improved client payment cycles, and implemented Collections Tracking System for the team's benefit.
- Acted as the primary fiscal customer liaison, addressing billing inquiries and enhancing client satisfaction through swift and effective resolutions.
- Collaborated with sales, finance, and customer service teams to address and resolve customer disputes, fostering a seamless customer journey and operational improvements.

Global Widget (Contract)

Accounts Receivable Specialist

Nov. 2023 - July 2024

- Proactively engaged with customers for payment negotiations and issue resolution, strengthening client trust and loyalty.
- Managed payment processing and account aging reports, ensuring accurate and timely updates to financial records using Excel & QuickBooks, and identified unused features to help boost team productivity.
- Investigated customer queries to identify and solve discrepancies, boosting satisfaction through clear and reliable service.

Narvar

Accounts Receivable Specialist

April 2021 - Nov. 2023

- Interacted with customers to negotiate payments and address billing concerns, consistently maintaining a high level of service.
- Oversaw and maintained message campaigns, accurate account tracking, utilizing Excel, Netsuite, and Tesorio to ensure up-to-date reporting and transparency.
- Provided detailed customer support, resolving payment issues and delivering financial data for management analysis.

Mobile Physician Services

Operations Specialist

May 2020– Apr. 2021

- Built and maintained strong relationships with executive and managerial teams to improve interdepartmental efficiency and vendor relations.
- Streamlined the process for payroll and expense reports for 75+ employees, ensuring accuracy and compliance.
- Supported Tier 1 IT assistance, showcasing adaptability and proactive problem-solving.

Spectrio

Accounts Receivable Manager

Nov. 2018-Apr. 2020

- Led a team in onboarding and training, created team resources, led collaboration efforts with other departments to resolve client issues.
- Delivered exceptional customer service by addressing payment negotiations and customer inquiries on escalated issues.
- Analyzed account fiscal performance to make strategic decisions on outreach for the team.

Accounts Receivable Specialist

Apr. 2017 – Oct. 2018

- Communicated with clients to resolve account discrepancies and maintain trust.
- Executed timely follow-ups, ensuring successful account collection and fostering positive customer interactions.

Morgan Stanley

Client Service Associate

Feb. 2014 – Mar. 2017

- Managed client asset transfers for 650+ accounts, handling \$30 million in assets with precision.
- Coordinated with multiple departments, ensuring seamless service delivery and issue resolution.
- Assisted with system upgrades, contributing to improved client experiences and workflow efficiency.