

CURRICULUM VITAE

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As a result of experiences at companies like Heineken, Lekkerland, Campina, etc. I'm used to work with large customer accounts containing a diversity of cases where follow-up and collection activities are necessary.

The entire Credit Management process containing credit limits and –blocks, posting payments, reconcile payment and dunning have been encountered. More complex circumstances with back logs, false clearings and changing processes have increased the challenge.

I'm result driven and "less talk, more work" is certainly applied to me. My curiosity makes me constantly strive for more efficiency and a higher output. I have a fairly direct approach but in a nice way and a little self-minded.

At this moment I'm working as a self-employed entrepreneur (freelancer) and would gladly like to introduce myself in person.

Work experiences:

Daikin Airconditioning Netherlands BV, at Capelle aan den IJssel
10/2011 – 01/2012

Sales Support Engineer

- Creating quotations on daily basis (CRM & SAP);
- Customer contact and providing information by phone;
- Cooperation with the possible process optimizations;
- Creating Purchase Orders (Accounts Payable);
- Checking purchase invoices.

Daikin Airconditioning Netherlands BV, at Capelle aan den IJssel
07/2011 – 09/2011

Credit controller

- Cleaning up backlogs;
- Suggest and implement possible process improvements;
- Dispute management, registration of complaints;
- Dunning of customers;
- Maintaining contacts with the Account Managers;
- Due items reporting.

Heineken, at Zoeterwoude-Rijndijk
06/2010 – 06/2011

Accounts Receivable officer

- Cleaning up backlogs;
- Creating files for collections;
- Maintaining contracts with the collection agency's;
- Reconcile and clear received payments;
- Dispute management, registration of complaints;
- Dunning of customers;
- Analyzing and releasing of credit blocks;
- Advising related to (internal) credit limits;
- Maintaining contacts with the Account Managers;
- Maintaining contacts with European Horeca Finances (EHF);
- Due items reporting.

Lekkerland Nederland BV, at Son

10/2009 – 06/2010

Accounts Receivable officer

- Cleaning up backlogs;
- Creating files for collections;
- Maintaining contracts with the collection agency's;
- Reconcile and clear received payments;
- Dispute management, registration of complaints;
- Dunning of customers;
- Analyzing and releasing of credit blocks;
- Advising related to (internal) credit limits;
- Maintaining contacts with the Account Managers;
- Due items reporting.

FrieslandCampina, at Amersfoort

06/2009 – 09/2009

Accounts Receivable officer

- Cooperation and startup of new processes related to the migration of Friesland Foods and Campina;
- Reconcile and clear received payments;
- Dispute management, registration of complaints;
- Dunning of customers;
- Maintaining contacts with the Account Managers;
- Due items reporting.

Campina, Cheese, Butter & Valess at Tilburg

02/2009 – 05/2009

Accounts Receivable officer

- Reconcile and clear received payments;
- Processing received cheque payments;
- Dispute management, registration of complaints;
- Dunning of customers;
- Maintaining contacts with the Account Managers;
- Due items reporting.

Centraal Administratie Kantoor (CAK)-Ministerie van Financiën, at Den Haag

11/2008 – 01/2009

Accounts Receivable officer

- Reconcile and clear received payments;
- Dispute management, registration of complaints;
- Dunning of customers;
- Maintaining contacts with the Account Managers;
- Due items reporting.

Accon (AVM), at Arnhem

08/2008 – 11/2008

Accounts Receivable officer

- Processing and clearing of bank statements;
- Dispute management, registration of complaints;
- Dunning of customers;
- Maintaining contacts with the Account Managers;
- Creating credit notes;
- Creating accept gyro's.

Ultimoo/Solvence, at Woerden

07/2008 – 08/2008

Dunning employee

- Dunning of customers;
- Creating customer files for history registration;
- Maintaining contact with customers;

Police Department Rotterdam Rijnmond, at Rotterdam

02/2006 – 07/2008

Agent

- Serve and protect;
- Witness interrogations;
- Creating files;
- Several police tasks (arrests, supervision at events, etc.);
- Setting up and organizing several (traffic) checks;
- Providing briefings;
- Several activities at Bureau of Criminal Investigation Department.

Videoland, at Vlaardingen

04/2004 – 02/2006

Assistant Store Manager

- Daily management at the store during absence of the Store Manager;
- Maintaining contact with suppliers and customers;
- Purchasing of goods;
- Administrative tasks;

Videoland, at Vlaardingen

01/2002 – 04/2004

Employee

- Reception activities;
- Overall general activities.

Diploma's / Courses / Certificates::

2009	Personal effectiveness as consultant, CMI
2009	Operational work in Credit Management, CMI
2009	Course Intake skills, CMI
2006 – 2008	Police Academy Rotterdam, Several certificates MBO level 3
2007	Course "Briefing en presentation", Police Department Rotterdam Rijnmond
2007	BROA driving course, Police Department Rotterdam Rijnmond
2002 – 2003	Dutch Makeup Artist School
1998 – 2002	MAVO (D)

Other:

Driver's license: A + B

Languages: Dutch: Excellent in word and writing
English: Good in word and writing

System knowledge: SAP R/3 (4.7 & 5.0)
Oracle
Onguard
Credit Manager
Credit Tools
Maxcredible
Thinsy
APRO
Word, Excel, Powerpoint, etc.

Hobbies: Sporting, traveling, motorbike riding