



ALBERTO PAGANINI

CREDIT CONTROLLER

CONTACT

✉ info@albertopaganini.com

 <https://www.linkedin.com/in/albertopaganini-33081b29/>

 www.albertopaganini.com

EDUCATION

1984 - 1989

ITCG CARLO DELL'ACQUA - ITALY

Diploma in Accounting

COMPUTER SKILLS

- Ms Office
- SAP, Oracle, SAGE 200/300, Navision, Salesforce, ZOHO
- Google Workspace
- VBA, Basic, Delphi, Object Pascal

LANGUAGES

- Italian (Native)
- English (Fluent)
- French (Basics)

PROFILE

Hello! I'm Alberto, a Credit Controller living in the UK.

I have extensive experience in Credit Control and improving processes with my IT skills.

I have successfully worked in Credit Control and Credit Collection for many years for B2B and B2C organizations in national and multinational environments. I am a big fan of automation.

WORK EXPERIENCE

Sunsynk UK - www.sunsynk.org

Sole Credit Controller

MAY 2024- PRESENT

- Sales Cycle: From raising invoices and credit notes to posting the cash.
- Credit Collection: Setting and reviewing Credit Limits, sending statements, chasing customers, query management.

HSS Pro UK - www.hss.com

Strategic Credit Controller

NOV 2023 - MAY 2024

- Managing a portfolio of 300+ customers all over the UK.
- Credit collection via phone and email.
- Credit Releases.
- Handling queries.
- Conducting weekly collection meetings with the Sales Force.
- Processing Card Payments
- Write-Offs

Westholme School - www.westholmeschool.com

Sole Credit Controller and Finance Assistant

NOV 2023 - MAR 2024

- Managing the full School Sales Cycle for over 700 B2C UK customers from posting the Enrolment Contract to Money Collection.
- Posting the cash received in the School system and using a custom Excel system to reconcile the bank against the accounts.
- Successfully introduced Access DB software to streamline the Debt Collection alongside the implementation of Direct Debit services, GoCardless.
- Delivering weekly and monthly credit reports and leading Collection Meetings with relevant commentaries.
- Payment plans.
- Handling and resolving customer queries.
- Bad Debts reserve.
- Processing card payments.
- Managing and coordinating school trip logistics.

PERSONAL DEVELOPEMENT

- Monitoring and Reporting
- Credit Collection on the Phone
- Credit Collection During The Credit Crunch
- FCE (First Certificate of English) ESOL Cambridge University examinations
- 3rd English level at 'The Shenker Institute of English
- Advanced Excel
- Advanced Word
- Advanced Microsoft Power Query

PERSONAL DETAILS

- Driving Licence: Full/Clean
- Interests: Currently include - I.T.,Software, cooking, Internet,travelling, carpentry, tennis.

UCFB - Manchester, UK - www.ucfb.ac.uk

Sole Credit Controller

SEP 2018 - DEC 2022

- Managing Credit Collection of the three companies of the group from the invoice to the money collection in a multi-currency environment
- Full month-end Credit Reporting
- Payment plan management
- Credit checks
- Implemented and managed payment provider services (Stripe, Splitit, Western Union, TransferWise, GoCardless, PayPal, Card Payments)
- Representing UCFB in Court
- Bad Debt reserve
- Account reconciliation
- Reconciliation between accounting software and CRMs

Premier Foods plc - Manchester, UK - www.premierfoods.co.uk

AR Associate

JUL 2016 - SEP 2018

- Sole Credit Controller for the International business market within Europe, Africa, Australia and US regions
- Chasing accounts for Aged Debt via telephone or email
- Raising invoices and credit notes
- Sending account statements to customers
- Solving customer queries
- Keeping Aged Debt commentaries
- Supporting Cash Allocation
- Successfully managing Europe, Australia and US customer portals
- Successfully implemented Excel VBA macro to manage the day-by-day credit control activities
- Weekly cash forecasting and credit limit reporting
- Monthly Accounts Reviews

Marks & Spencer - Manchester, UK - www.marksandspencer.com

Finance Assistant

OCT 2015 - JUN 2016

Logitech Europe SA - Cork, Ireland - www.logitech.com

Credit Controller

JUL 2007 - OCT 2015

Inaz S.r.l. - Milan, Italy - www.inaz.it

Credit Controller

SEP 2001 - JUL 2007

The McGraw-Hill Publishing Companies S.r.l. - Milan, Italy

Accountant and Credit Collector

APR 1995 - SEP 2001

La Modernissima S.n.C. - Milan, Italy

Co-Owner

AUG 1991 - APR 1995

ACHIEVEMENTS

- Achieved over 75% debt in terms in the ledger and after one year this improved to 90%.
- Successful implementation of best practices for Credit Control and Credit Collection in various businesses.
- Implemented Credit Policies and T&Cs.
- Company Award for creating Credit Collection software.