Nicolás Mariano Gonzalez



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I grew up in a Family business environment where I started learning about companies, businesses and a hard working culture. Since then, I knew I wanted to build something of my own.

After a decade of entrepreneurship and running/owning two companies using international licenses, I wanted to raise the stakes and seek new challenges.

Collections at Google was the first step. Now I'm looking forward to the next one.

► EXPERIENCE

IPLAN >> Collections & Churn.
(Customer Experience)

Churn & Collections Lead
November 2020 – Present

Tasks and responsibilities:

- Supervise and lead Collections and Churn teams.
- Collaborate with Sales Teams to avoid customer loss and understand their behavior.
- Step up as a "Representative Figure" during complex and legal situations with Customers.
- Analyze Collectors Customer Portfolios on a weekly and monthly basis to determinate actions for old and current debt.
- Manage and Control Third Party Vendors and Providers: Contact Centers.
- Resolve Business Interest and Agendas differences: Internally and Externally.
- Control Bad Debt Portfolio Customers and determinate actions.
- Negotiate Payment Plans.
- Approve Discounts and Credit Memos. Collections: Account Balance and negotiation tool. Churn: to avoid customer loss.
- Recover Company Assets (Corporative and Residencial Hardware)

CENTURY LINK / LUMEN >> Collections & Credit.
(Customer Financial Solutions)

Supervisor Credit & Collections LaTam | CFS

July 2019 – November 2020

Tasks and responsibilities:

- Supervise and Manage LATAM Collections and Cash Applications teams.
- Analyze Collectors Customer Portfolios on a daily, weekly and monthly basis to determinate actions for old and current debt.
- Analyze suspended Customers that require legal actions.
- Report to the Team manager and CFS Director regarding course of action for top offenders.
- Responsible for bank consolidation (Inputs: Receivables) and Intercompany movements.
- Lead Month closure presider: Receivables/Receipts, Taxes and open next modules.
- Control High Risk Portfolio Customers.
- Supervise Tax and legal related documents for all LATAM entities (except Mexico and Brazil).
- Lead audits process related to the Sector.
- Negotiate, authorize and reject Payment Plans.

Collections Representative - Financial Controlling

July 2018 – July 2019

Tasks and responsibilities:

- Manage “Pool” Customers Suspension process.
- Request Suspension Approvals from Regional President & CFS Regional VP.
- Execute Suspensions and Reactivations along the different states of the process (“Soft” & “Full” Disconnect)
- Update Customers status along the Suspension Process: Debt Status, AM in charge, Disputes, Taxes, Invoice reviews, Proof of Payments, Promise of Payments, Payment Plan plus follow up of the mails and formal communications.
- Daily updates for Customers who normalized their current debt.
- Update “Hard Disconnect” Requetst: Lost Debt for legal team.
- Work side by side with the Collectors exchanging Customers information and Status with a common language throughout reports.
- Special Project: Develop and Apply Ticketing Tool for Suspensions requests with historical tracker/records.
- Manage special situations with Customers and act as a back-up Collector.

ARVATO FINANCIAL SOLUTIONS / Project GOOGLE >> Collections.
(Global Revenue Operations)

Key Account Collector
November 2016 – March 2018

Pilot that helped "Direct Partners" operations development.

Tasks and responsibilities:

- Collections management for Strategic and Complex customers: ARG, MX and INC LATAM Direct Customers: Large Parent Groups and Government.
- Direct contact with Payments and Treasury departments.
- Constant communication with Account Managers: monitoring and giving visibility of their accounts and customers.
- Consolidations and negotiations of payments, payment plan agreements, suspension exemptions and suspension of accounts.
- Payments and taxes management (local and foreign).
- Creation of special processes for bureaucratic special customers with complex processes.
- Quality service delivery (mails and phone calls) based on strict metrics.
- Carry on "Taylor made" and proactive tasks/actions to help customers avoid suspensions.

Awards

- GHero – Customer Recognition (Nominated by Javier del Valle)
- Arvato Gold Star (Nominated by Thiago Lemos da Silva)

BOOKSY ARGENTINA S.R.L. >> Administrative and Strategic Development.

Administrative manager
June 2016

I was hired to develop the Argentinean branch of Booksy International: Application / Software for the Health & Beauty Sector – Booking System and Schedule management.

Tasks and responsibilities:

- Administrative Development and implementation: collections, billing and payments.
- Interviews and Staff selection.
- Preparation and control of budgets.
- Assistance and training to the sales team.
- Purchases: Technology and Supplies
- Bank account management
- Marketing Operations
- Customers Follow-up

LARP EDITORES S.A. >> General Administration.
(Publisher)
Administrative and Financial Director
August 2008 - August 2016

With two friends we created our own company focused on licenses concerning Japanese Comic Books (Manga). We managed to achieve contracts and agreements to run the rights for our country exclusively. This gave us the opportunity to travel around the world attending the main publishing events and international book fairs regarding international rights and Comic books culture.

Thanks to a tidy and proper work, we positioned our brand as one of the main Publishers in the segment and were able to attend to the Buenos Aires International Book Fair as an Industry reference.
Naruto, Death Note, One Piece and *Monster* are some of the licenses we publish.

Tasks and responsibilities:

- Management of receipts and payments.
- Income management
- Attention and tracking of retail points (Individual, Distributors and Chains)
- Foreign trade: franchising and licensing payments.
- Negotiation and acquisition of “A” class licenses.
- Costs and expenses control.
- Checks portfolio and bank transactions management.
- Reporting (sales and marketing) to international agents.
- Establish and control annual budgets.
- Closures of accounting periods.
- Financial management.
- Marketing actions director
- Staff training.

UNTAMED S.A. >> General Administration.
(Publisher)
Administrative and Financial Director
March 2014 – July 2016

With the experience and structure developed in LARP EDITORES, combined with my passion for the automotive world, I started a new company with a family member. Another publisher which main function is to commercialize in the country the British brand of the BBC: TOP GEAR.

Tasks and responsibilities:

- Same as LARP EDITORES S.A.

EZEQUIEL GONZALEZ S.A. >> Administrative.
(Textile)
Commercial Assistant
January 2005 - February 2007

Tasks and responsibilities:

- Contact with suppliers and customers (Domestic and Foreign)
- Product and Business Development
- Foreign Trade operations: Payments.
- Company Control & Reporting

► STUDIES & ACADEMIC TRAINING

High School: COLEGIO ESQUIÚ

Bilingual degree with Accounting & Business Orientation
Bilingual High School. Program based on BEC (Business Economic Certificate).
March 2000 – December 2005.

International Certificates:

- KET
- BEC

College / University: UADE (Universidad Argentina de la Empresa / Argentinean University of Business)

Bachelor in Business Administration
March 2005 - February 2010
Career: Business Administration.

Thesis: Enterprise Development "Editorial Origami" (AKA: EDITORES LARP).
Special Mention from University
Score: 8.-

► KNOWLEDGE & LANGUAGES

Languages

- Spanish: Native Written and Spoken.
- English: Advance Written and Spoken

Technology Knowledge

- Google WorkSpace + Google Systems (Collections)
- OS: DOS, Windows (all versions - Advanced), Linux and iOSX (Standard).
- Hardware and Peripherals: configuration, maintenance and troubleshooting.
- Microsoft Office: Advanced
- Management Software: FIERRO and ULTRA.
- TANGO SAP Invoice System
- INTIZA Collections Tool
- ORACLE
- SAP
- TENFOLD
- MicroStrategy BI Tool

International trade

- Tax withholding Policies
- Tax certificates validation
- International Transactions
- Banking Systems + Bank Fees

International Licenses

Advanced knowledge in acquisition, negotiation and monitoring of licenses, franchises, merchandising and others products. Licenses and Contracts providers managed:

- BBC Worldwide Limited (England)
- Immediate Media (England)
- VIZ Media S.A.R.L. (France)
- Shogakukan (Japan)
- Hakusensha (Japan)
- Shueisha (Japan)
- Tuttle-Mori (Japan)

Hobbies / Hobbies / Knowledge

- Cars and Motorsports
- Sports: Tennis, Ski, Roller-skating
- Music
- TV Series
- Computers and technology.
- Gaming

► References

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