



## MAY C. MABONGA

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Clear Communicator • Contributor • Solutions Oriented • Self Motivated & Optimistic •  
Sharer of Knowledge • Advocate of Self Improvement and Learning • Advocate of  
Continuous Process Improvement • Catalyst for Change • Business Partner of  
Stakeholders

**OBJECTIVE:** To secure a responsible career opportunity and to fully utilized my skills while making a significant contribution to the success of the company.

**EXPERIENCES:** **AYALA LAND MALLS INC (July 2018 – December 2022)**

**Credit and Collection Associate Manager**  
**Credit and Collection Collections Lead and Reports Lead & Consolidator**  
January 2021 – December 2022

### Key Accomplishments:

- Key Subject Matter Expert on SAP S4 Hana System for Billing Generations, Accounts Management, Collections Transactions, Vendor Management, Contract Management, AR Related Processes, AR Aging, AR Reports, Collection Letter Dunning, Account Reconciliations and Account Audits.
- Initiated and created several Billing and Collection related templates (e.g., Past Due monitoring, PDC monitoring, AR reports, Collection Efficiency Report, Past Due Report, Account Reconciliation templates and Breakdown of Accounts templates)
- Initiated and created several word memoranda, circulars, letters (e.g., Enhanced Amnesty and Collection Letters, email reminders) both were used and implemented to all Ayala Malls.
- Customer centric negotiation ideas that are tailored fit for the merchant which resulted to easy collection of past due balances.
- Creation and improvement of AR Report template for easier and efficient use of South Malls credit analysts during monthly submissions.
- Consistently on Top Collection Efficiency and lowest AR among South Malls and Luzon Malls.
- Effective trainings done for new credit analysts handling South Malls and key point person on processes among Ayala Malls.

### Job Description:

- Review, Analyze and Consolidate monthly AR Reports including AR Aging, AR Comparison, Past Due % Reports, Collection Efficiency, Top Merchants, AR Baskets to be submitted to area CFO.
- Recommend and design strategies for successful collection of past due balances.
- Designs and implement processes to improve cash flow and reduced receivables.
- Supervised credit analysts to ensure timely and consistently executions of collection strategies and protocols.
- Monitors and negotiates collections of overdue accounts
- Handles discussion in accounts reconciliation with merchants.
- Manage relationship with business owners, store managers and accountants for easier communication in all billing and collection related matters.
- Troubleshoot any billing related concerns and give input to our IT experts on how to improve/enhance the system processes.
- Provides coaching and training to credit analyst.
- Assists South Mall CAs/Finance Managers in their concerns and inquiry on reports and other related matters.
- Initiate meeting with CFO, Finance Managers and Mall General Manager to discuss plans and collection initiatives for overdue accounts.

### **Credit and Collection Senior Associate**

January 2020 – December 2020

### **Credit and Collection Associate**

July 2018 to December 2019

#### **Job Description:**

- Overall responsible in handling end to end billing and collection process handling multiple malls with almost 600 active and terminated accounts.
- Handle billing and collection related inquiries from Business Owners, Operations Head, Business OICs and merchant accountants via email and calls.
- Responsible in computation of Recovery Rates for utilities in line with budget set for the mall and ensuring complete recoveries every month.
- Auditing of terminated accounts and processing of security deposit and construction bond refunds and do monthly account reconciliation.
- Responsible for issuance of Collection letters and collection updates for mall merchants and schedule monthly email reminders.
- Investigate payment and withholding tax discrepancy reason if the customer fails to provide it in their remittance data.
- Work hand in hand with the General Manager and Marketing to give insights and recommendations on discovering new brands and potential new merchants for business continuity.

### **VILLAR GROUP OF COMPANIES (October 2014 – May 2018)**

#### **Contract Management & Cost Specialist - Construction Group (April 2017 – May 2018)**

#### **Job Description:**

- In charge in preparation & handling of construction projects among Villar Group.
- Approver and final review of processed billing of subcontractors.
- Handles purchase order approvals and budget allocations ensuring proper budget utilization in every projects.

#### **Credit and Collection Specialist - Trading Group (October 2014 – March 2017)**

#### **Job Description:**

- In charge in end-to-end billing and collection process for handled accounts.
- Monitor collections and ensuring that all past dues were followed up.
- Do clients visits for account reconciliation and follow ups.

### **JOLLIBEE FOODS CORPORATION (October 2011 – October 2013) Assistant Restaurant Manager**

#### **EDUCATION: BSBA major in FINANCIAL MANAGEMENT**

Dr. Filemon C. Aguilar Memorial College of Las Pinas  
SY 2006 – 2010

**SKILLS:** Proficient in the use of tools of trade such as Microsoft (Excel, Word, PPT, Teams, Outlook), Google (Docs, Forms, Sheets)  
Knowledgeable in SAP S4 Hana, QuickBooks, Power BI  
Creation of templates, memoranda and reports



**May Mabonga**