

Michael D. Keller

Georgetown, TX •

Senior Manager Finance • Finance Consultant

Dedicated, high integrity, finance professional known for the ability to create successful outcomes in complex situations. Diverse industry and functional expertise with significant credit, collections, and portfolio management skills. Excellent analytical, organizational, and interpersonal skills with a strong desire to achieve tangible and/or intangible solutions within a “team-oriented” organization. Skilled at educating clients on products and recommending best options to meet their goals. Strong competencies in the following disciplines:

- Financial Analysis and Forecasting
- Accounts Receivable Management
- Operations and Risk Management
- Relationship Management
- Bankruptcy and Litigation
- Process Improvement
- Credit Management
- Strategic Planning
- Loan Workouts

Experience

Dell Technologies, Inc., Round Rock, TX

1993 – 2020

Highlights

- Risk management in the extension of trade credit to Dell’s US customers resulting in \$17 Billion of revenue and 0.14% bad debt loss for FY10.
- US Trade Credit processes benchmarked by The Hackett Group as World-Class FY-09 -FY10.
- Selected and implemented risk management software application of trade credit for customers of Dell, Inc. (US, Latin America, Europe, and Canada).
- Managed all US bankruptcy claims and litigation, \$1 Million Committee Member success bonus and Dell VP Award.
- Led Finance Manager of “Paperless PO” project, Dell customer Premier Page ordering, Michael Dell Award
- Intel Pentium Recall Program Manager, VP Award.
- CFO Finance Manager of the Quarter.
- Directed external financing relationships growth from \$300 MM to \$1.4 B (IBM, GE, De Lage Laden and Wells Fargo).

Credit Consultant, Dell Financial Services

- Managed high risk portfolio of customers.
- Accountable for lease/loan underwriting to Public, Large Enterprise, and Small and Medium businesses.
- Drafted policies and procedures for indirect credit underwriting of Third-Party Vendors.
- Management of Channel Partner Extended Terms Program.

Global Manager of Credit Center of Competency

- Developed and implemented Global Credit Deal or No Deal postmortem reviews.
- Developed and implemented Global Credit policies and guidelines.
- Managed relationship and global contract with major credit reporting agency.

US Credit Manager

- Managed integration of US Credit and Collection functions for most acquisitions.
- Consolidated US Credit policies, procedures, and operations into one organization.
- Managed Collections group for Education, State and Local Government and Healthcare accounts receivable for 1 year.
- Transitioned US Credit Process to Dell International Site.

US Relationship Credit Manager

- Managed risk in the extension of trade terms to all of US Global, Large Corporate Accounts and Preferred Account Division customers.
- Finance Leader of Paperless Invoicing Project, customer internet invoice retrieval and delivery system.
- Developed and implemented credit training manual for Small and Medium Business and Public segment Credit Analysts.

Financial Services Manager, Large Corporate Accounts

- Manager of Credit, Collections and Order Processing organization.
- Oversaw of development and implementation of purchase order tracking and retrieval system.
- Managed development and implementation of cash flow projections model for Treasury forecasts.

US Corporate Collections Manager

- Managed US Platinum and Gold Corporate customer accounts receivables collections organization.
- Conducted regular customer site visits with Sales Account Executives.
- Responsible for the Credit Card encryption project.

Credit Analyst

- Managed risk in the extension of credit terms to US Commercial customers.
- Trained new Credit Analysts on credit policies, procedures, and internal systems.
- Participated in a US project to review eliminating COD as a payment method.
- Managed risk of in the extension of terms credit to Small and Medium Businesses and Preferred Account Division customers.
- Supported Credit Card Fraud investigations and directed multiple investigations leading to several arrests and convictions.
- Represented Dell, Inc. at the Direct Marketing Association Conference.

Additional Experience

Bank One, NA formerly MBank, NA, Vice President

Education

Bachelor of Business Administration (BBA) in Finance; Economics minor | Southwestern University, Georgetown, TX

Certifications

Green Belt, Business Performance Improvement