

Andrew Hawes

awhawes@outlook.com
Colorado Springs, CO
(860)-817-9073

Bio

Andrew Hawes is a professional with experience in management, sales, and organization of schedules, processes, and finances. He is recognized for his rigorous attention to detail, integrity, clear communication, and logistical acumen. Thus far in his career, he has advanced from frontline roles in retail and medical collections to leadership positions, where he has proven his ability to organize information and produce actionable solutions at large scale.

Education

Naropa University, Boulder, CO. Graduated Fall 2019
Bachelor of Arts: Major in Creative Writing and Literature, Minor in Sanskrit Language

RHAM High School, Hebron, CT. Graduated Spring 2015

Work Experience

Credit Service Company, Inc - Colorado Springs, CO. March 2023 - March 2024. May 2025 - Present
Legal Collections Specialist, Collections Specialist

- Managed a portfolio of medical accounts receivable, ensuring accuracy and timely resolution.
- Mastered internal and client account management systems to streamline processes.
- Negotiated payment arrangements and settlements, aligning with client cash flow goals.
- Maintained rigorous compliance with state and federal regulations, including HIPAA, FDCPA, and FCRA.
- Collaborated with internal departments, attorneys, and clients to optimize AR workflows.

Reliant Financial Services LLC - Colorado Springs, CO. March 2024 - May 2025

Patient Services Supervisor / Revenue Cycle Manager

- Co-led the company with the Founder and CEO, overseeing AR operations, client relationships, and internal teams.
- Managed RFS's relationships with its healthcare clients at all stages.
 - Met with prospective clients to express the value of RFS's services.
 - Onboarded new clients, establishing file transfer protocol and other standards.
 - Adapted RFS's services to the specific needs of the client's AR inventory.
 - Maintained regular communication with clients via meetings and emails to ensure success and satisfaction.
- Supervised and trained a team of 9 representatives.
- Developed and implemented automation in account management systems, streamlining workflows.
- Managed a rapidly growing AR portfolio, scaling client contracts from 5 to 9 and more than doubling account inventory.
- Gained mastery of 10+ client account management systems and deepened my knowledge of the receivables management best practices.

Customer Service Roles - CT, CO. 2013 - 2023

3+ years with PetSmart / Several small retail and food service businesses

Customer Service Associate / Retail Manager / Keyholder

- Built strong client relationships and supervised staff in retail and service environments, establishing a foundation in team leadership and operations management.

Designations

Professional Collection Specialist (PCS) - Awarded by ACA International in February 2024
Credential demonstrating expertise in receivables management and compliance.

Volunteer and Other Experience

Yang2020 Presidential Campaign - CO, CT, NH. November 2019 - February 2020

Volunteer Canvasser

- Communicated complex ideas clearly and persuasively to diverse audiences.
- Developed research and presentation skills through in-depth policy knowledge.

AHM Summer Youth Theater - CT. 2008 - 2015

Cast Member / Performer

- Strengthened teamwork, memorization, and public speaking skills through collaborative productions.

Naropa University Archive Anthology Project - CO. December 2019 - February 2020

Transcriptionist

- Produced accurate, high-volume transcriptions while maintaining attention to detail under deadlines.