

## BILLING ACCOUNTANT

### Summary

Detail-oriented billing professional with 11+ years experience applying exceptional customer service and resolving complex billing issues.

### Highlights

- Self-starter
- Problem resolution
- Spreadsheet development
- Deadline-oriented
- Employee training and development
- Microsoft Office

### Accomplishments

#### *Research* ^

- Investigated and analyzed client complaints to identify and resolve issues.

#### *Multitasking* ^

- Demonstrated proficiencies in telephone, e-mail, fax and front-desk reception within high-volume environment.

#### *Customer Service* ^

- Handled customers effectively by identifying needs, quickly gaining trust, approaching complex situations and resolving problems to maximize efficiency.

#### *Administration* ^

- Performed administration tasks such as filing, developing spreadsheets, faxing reports, photocopying collateral and scanning documents for inter-departmental use.

#### *Reporting* ^

- Maintained status reports to provide management with updated information for client projects.

#### *Training* ^

- Successfully trained staff in all office systems and databases, policies and procedures while focusing on minimizing errors and generating superior results.

#### *Customer Service* ^

- Handled customers effectively by identifying needs, quickly gaining trust, approaching complex situations and resolving problems to maximize efficiency.

#### *Data Organization* ^

- Improved office organization by compiling quarterly budget reports, financial spreadsheets, organizational charts and company data reports using advanced Microsoft Excel functions.

### Experience

01/2011 to 01/2012

Billing Accountant Company Name 1/4 City , State

Cross-trained and provided back-up for other customer service representatives when needed.

Computed accurate sales prices for purchase transactions.

Generated sales and inventory reports in Excel with data from a variety of sources, maintaining a 100% accuracy rate.

Ranked as most effective billing representative in the department out of 18 representatives.

Prepared a broad range of customized invoices to individuals and commercial accounts.

Expressed appreciation and educate customers on the products and services available.

Managed quality communication, customer support and product representation for each client.

Worked under strict deadlines.

Promptly responded to general inquiries from members, staff, and customers via mail, e-mail and fax.

Guaranteed positive customer experiences and resolved all customer complaints.

01/2009 to 01/2011

Billing Representative Company Name i¼ City , State

- Coordinate and complete administrative functions to facilitate and maintain accurate billing for customers.
- Perform task associated with processing of all non-standard/standard billing request.
- Maintenance contract, consolidations and revisions to supporting documents.
- Process all non-standard/standard billing request which include hardware billing, web submittal, E-software shipments, process credit cards payment, direct shipment, proformas, consolidated billings and billing due list.
- Perform non-revenue billings as well as credit adjustments, contracts and other billing requests as required.
- Maintain files of generated billing documents.
- Resolution of incorrect information to correctly bill a customer.
- Assist manager with administrative functions when necessary.

01/2000 to 01/2007

Billing Specialist Company Name i¼ City , State

- Works a number of detailed revenue based reports and ensures the accuracy of invoicing.
- Maintains current business records received and responds to customers inquires, as well as sales and services.
- Research and resolving billing discrepancies.
- Responsible for handling monthly client billing and invoicing.
- Interfaces on the phone with customers, internal sales and service employees in resolving billing discrepancies.
- Interfaces with credit representatives to correct errors identified through the collection process.
- Occasional collection calls Process manual invoices.
- Establishes customer contracts in billing systems.
- Support multiple contract types and manage complex billing rate agreements.
- Organize invoices by billing type and maintain documentation to facilitate audits.
- Assist manager(s) in problem solving.
- Invoiced projects, periodic maintenance agreement, and transactional data consistent with contracts and/or purchase orders.

01/1999 to 01/2000

Billing Administrator Company Name i¼ City , State

- Consistently billed customers in a timely manner.
- Process manual invoice.
- Maintain high level on internal and external customer satisfaction while achieving business objectives.
- Provide administrative support in the areas of revenue generation and accounts receivables.
- Work effectively with the credit, marketing and procurement department, executive management, and sales personnel to ensure best possible account service.
- Validates purchase orders for accuracy.
- Occasional collection calls.

#### Education

Bachelor degree : Business Administration Belize America Business Administration

#### Additional Information

- AWARDS \*Recipient of achievement award for exceeding target. \*Received special thanks and recognition certificate for participation on team that exceeds objectives.

#### Skills

Account management, accounts receivables, administrative functions, administrative support, billing, billings, billing systems, clarify, hardware, consolidations, contracts, credit, client, customer satisfaction, executive management, Filing, invoicing, marketing, Works, organizational skills, personnel, problem solving, Processes, procurement, Maintain files, maintain documentation, Research, sales, phone, type