

## BILLING SERVICES ASSOCIATE

### Professional Summary

Detail-oriented and versatile government, commercial, and non-profit billing professional with proven ability to efficiently manage multiple assignments while meeting strict deadlines. Excels at cultivating and managing internal and external client relationships. HIGHLIGHTS Exceptional verbal and written Proficient with Microsoft Office Suite communication with all executive levels (including SharePoint) and PeopleSoft Dedicated to process improvement High customer service standards Meticulous attention to detail Time management and positive attitude

### Work Experience

#### Billing Services Associate

September 2012 to Current Company Name

- Oversee all aspects of billing operations performed by the Office of Society Services (OSS) staff including invoice generation and distribution, payment processing, and retention of related records.
- Serve as the subject matter expert on the systems used to process billing services including netFORUM, LaserFiche, Media Services Group (MSG) Ad Manager, Elan Web, and train other staff in the use of these systems.
- Work closely with Accounts Receivable and Tax Office to resolve any issues with invoicing and collecting revenue for ACS products and services.
- Provide general customer support via phone and email as needed based on operational levels, and serve as primary point of contact when OSS manager is out of the office.
- Distributed daily batch workload to team within 24 hours of receipt and assign deadlines to meet service level agreements.
- Worked with internal business units to resolve billing discrepancies in a timely manner.
- Established reasonable deadlines for billing orders and worked with staff to ensure targets were met.
- Leading this effort, the team's average completion rate was 94% for the year 2014, representing an improvement over the year 2013 rate of 84% and well in excess of the established baseline of 75%.
- Exceeded expectations of providing resources and training to the OSS team to accomplish assigned billing tasks for ACS publications, publications' advertisement, and other miscellaneous billing.
- Once became knowledgeable of all billing processes and systems utilized, department operations were streamlined and documented through Standard Operating Procedures (SOPs).
- Created a service level agreement spreadsheet on SharePoint to summarize the measures of each billing service/project.
- Was awarded in September 2014 for supporting the transition of a billing project known as ACS AuthorChoice.
- This required working closely with the Publications department in the Columbus, OH ACS office to build the transition plan, including creating workflow charts and customizing sales transaction reports.
- Introduced new Records Retention/Scanning service to the Office of Society Services in January 2015.
- Formulated idea of the OSS staff offering to scan documents/agendas for the entire ACS organization to reduce office clutter and to convert hard copies into digital format.
- The first test run for a Membership business unit was successful and reduced offsite storage fees in half.

#### Client Accounting Coordinator

July 2007 to July 2012 Company Name

- Manually generated, reviewed, and processed 70+ government and commercial client invoices on a monthly basis utilizing Maconomy X accounting system.
- Types of contracts for billing included T&M, CPFF, FFP, and Cost Reimbursement.
- Interfaced daily with Project Managers to ensure final invoices were in compliance with appropriate contract guidelines and regulations.
- Reviewed and included supporting documentation with invoices, such as expense verification, activity reports, and budget summaries.
- Processed write-offs and recorded journal entries.
- Prompt turnaround time with processing invoices once approvals were received from Project Managers Assigned turnaround time for processing invoices after receiving edits from Project Manager was 24 to 48 hours, but consistently prepared final invoices within the same day of receiving approval.
- Provided with the opportunity to prepare budget trackers, which was originally prepared by the Senior Contracts Administrator.
- Because of the ability to learn the manual billing procedures and accounting system in a very short period, was assigned to complete monthly budget trackers to include with invoices.
- Nominated and received the June 2011 Employee of the Month award.
- Established high credibility with Project Managers, which allowed them to ask for assistance with other aspects of finance (acted as liaison between Project Managers and Accounts Payable/Receivable).

#### Internet Billing Coordinator

May 2005 to July 2007 Company Name i¼ City , State

- Managed 45 federal government agencies ensuring their internet billing and account information were presented accurately every month.
- Audited accounts to ensure the nodes were attached to the correct mobile telephone numbers.
- Researched and evaluated options for meeting user needs with the internet billing system, and guaranteed that system requirements were identified and incorporated successfully.
- Assisted in recuperating lost revenue.
- Processed exceptions (missing and/or incorrect data) to guarantee that customers were correctly invoiced through the internet system in order for companies to receive payment for services rendered.
- Proactive in supporting Account Managers, Consultants, and Account Liaisons with internet billing concerns.

- Answered internal business units' questions and resolved situations regarding the internet billing analysis system in less than one hour time frame.
- Conducted one-on-one training sessions on how to utilize the billing system and download multiple reports and invoices.
- When necessary, would attend conference calls with account liaisons and clients to help with internet billing issues.
- Received 2006 Excellence Award, in which was nominated by team members.
- Consistently implemented new ways of resolving customer concerns and shared those ideas with the internet billing team.

#### Senior Customer Service Representative

December 2003 to April 2005 Company Name i¼ City , State

- Provided world class customer service taking inbound calls from customers while meeting productivity and quality standards.
- Resolved customers' issues on first-call basis, including handling escalated concerns and follow up if needed.
- After nine months in position, started taking escalated calls in manager's queue.
- Served as acting manager handling escalated customer concerns for two hours or more per day.
- Processed team credits and holds on customer accounts.
- Evaluated customer billing statement credits to ensure they were valid and approved promptly.
- Assigned to assist new employees at the Practical Assessment Center.
- Chosen to train 20 new employees on product knowledge and quality call flow before they transitioned onto their new team.
- Monitored live calls twice per week for quality assurance and provided feedback after each monitoring session.

#### Education

BBA : Business Administration , 2003 Temple University i¼ City , State Business Administration

#### Skills

accounting, Accounts Payable, Accounts Receivable, Ad, ask, billing, billing system, budget, charts, Contracts, client, clients, customer service, customer support, documentation, email, finance, frame, government, invoicing, Office, OSS, processes, Publications, quality, quality assurance, receiving, sales, Scanning, service level agreement, service level agreements, spreadsheet, Tax, telephone, phone, workflow