




SUSAN BROWN


Billing Customer Service Representative


Detail-Oriented Professional Specializing in Billing Support and Dispute


Resolution Seasoned billing specialist with seven years of experience in customer account management, billing reconciliation, and dispute resolution. Recognized for improving billing processes and ensuring compliance with company policies.

CONTACT

 (123) 456-7890

 email@example.com

 LinkedIn | Portfolio

 Minneapolis, MN 12345

EDUCATION

Bachelor of Business Administration | May

2015 | State University, City, ST

SKILLS

- Billing and invoice management
- Account reconciliation
- Dispute resolution
- Compliance and auditing
- Financial reporting systems

PROFESSIONAL EXPERIENCE

Billing Customer Service Representative | January 2018 to present
MediCare Billing Inc., City, ST

- Resolved over 1,000 billing disputes annually with a 95% satisfaction rate
- Implemented a new billing system that reduced errors by 20%, saving the company \$10,000 monthly
- Prepared detailed monthly reports for leadership, ensuring compliance with auditing standards

Billing Associate | October 2015 – January 2018
FastPay Solutions, City, ST

- Managed invoicing for 500+ clients, maintaining a 98% on-time payment rate
- Reduced billing errors by 30% through process improvements and staff training
- Collaborated with the IT department to automate invoice tracking, improving efficiency

CERTIFICATIONS

- Registered Nurse, State of Florida, License #12345 | 2019
- Basic Life Support Certification, American Heart Association | 2018