



Vikram Yates

Billing Supervisor

Billing operations leader with 12 years of experience who reduced billing errors by 10.1% by redesigning QA review checklists and adding secondary verification steps before statement release. Compiles monthly cost-factor reports covering labor, production, storage, and equipment expenses totaling \$1.50M for executive budget reviews, and resolves an average of 24 daily billing disputes using SAP and QuickBooks.

CONTACT INFORMATION



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Starkville, MS 12345

KEY SKILLS

- SAP
- QuickBooks
- Microsoft Excel
- GAAP Compliance
- Accounts Receivable Management
- Dispute Resolution
- Billing Cycle Oversight
- Staff Training and Onboarding
- Cost-Factor Reporting
- PCI-DSS Standards

PROFESSIONAL EXPERIENCE

BILLING SUPERVISOR | NOXUBEE CREEK BUSINESS SOLUTIONS, STARKVILLE, MS 2020 – PRESENT

- Reduced billing errors by 10.1% across all client accounts by redesigning the QA review checklist and adding a secondary verification step before statement release.
- Resolved an average of 24 daily billing disputes by researching charge histories in SAP and communicating corrected amounts to account holders within 45 minutes.
- Shortened new staff onboarding time from 19 days to 8 days by creating a structured training curriculum with hands-on SAP exercises and shadowing rotations.
- Compiled monthly cost-factor reports covering labor, production, storage, and equipment expenses totaling \$1.50M for executive budget reviews.

SENIOR BILLING SPECIALIST | TOMBIGBEE BASIN HEALTH SERVICES, COLUMBUS, MS 2017 – 2020

- Handled 19 daily billing disputes by pulling transaction records from QuickBooks and confirming rate calculations against published fee schedules.
- Cut new hire onboarding time by 6 days by writing a 34-page reference guide covering charge entry procedures, dispute escalation paths, and report formatting.
- Answered an average of 38 rate and routing inquiries per day from internal departments and external vendors, maintaining response times under 12 minutes.
- Identified and corrected recurring data entry patterns that drove billing errors down from 1 in 14 invoices to 1 in 21 invoices over 18 months.

BILLING SPECIALIST | PRAIRIE BLUFF STAFFING GROUP, WEST POINT, MS 2014 – 2017

- Operated adding and calculating machines to verify charge totals on 73 client statements per week, flagging 9 billing errors per month for supervisor correction.
- Reduced new employee onboarding time from 17 days to 11 days by pairing incoming staff with experienced mentors and scheduling daily progress check-ins.
- Compiled quarterly reports on labor and equipment cost factors for 4 regional offices, delivering finished summaries within 3 business days of

period close.

EDUCATION

- Bachelor of Accountancy (BACC), Mississippi State University, Starkville, MS | 2010 – 2014