



PROFILE

Detail-focused billing professional with 2 years of experience preparing itemized statements, reconciling purchase orders, and resolving customer billing inquiries in QuickBooks. Prevented \$3,300 in quarterly undercharges by consulting rate books and tariff schedules to apply correct shipping surcharges.

KEY SKILLS

- QuickBooks
- Microsoft Excel
- Accounts Receivable
- Invoice Preparation
- Purchase Order Tracking
- Rate and Tariff Research
- Data Entry
- GAAP Fundamentals
- Customer Account Communication

JAVIER PANDEY

Billing Clerk

Cadillac, MI 12345 | (231) 555-0118 | javier.pandey@example.com

PROFESSIONAL EXPERIENCE

Billing Clerk

Manistee River Supply Group, Cadillac, MI | 2025 - Present

- Reduced average invoice turnaround time from 18 hours to 7 hours by batching data entry and pre-validating purchase order details before statement preparation.
- Resolved an average of 27 customer billing inquiries per day, researching account histories and relaying updated charge information within 14 minutes per call.
- Tracked 134 open purchase orders each month in QuickBooks, matching delivery confirmations to line items and flagging 6 unresolved orders weekly for supervisor review.
- Consulted rate books and tariff schedules to apply correct shipping surcharges on 83 outbound orders per week, preventing \$3,300 in quarterly undercharges.

Billing Assistant

Pine River Office Solutions LLC, Traverse City, MI | 2024 - 2025

- Prepared an average of 41 itemized statements per day, entering service descriptions and amounts due into QuickBooks within 9 hours of service completion.
- Contacted 19 customers daily to relay updated account balances and confirm mailing addresses, reducing returned invoices from 11 to 3 per month.
- Tracked 87 active purchase orders each month, reconciling received quantities against original orders and reporting variances to the purchasing coordinator within 24 hours.

EDUCATION

Associate of Business in Business Administration

Baker College, Cadillac, MI | 2022 - 2024