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## INCREASED EFFICIENCY & PRODUCTIVITY THROUGH EXEMPLARY LEADERSHIP & VISION

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xxxxxxxx, VA | 540-xxx-xxxx | Email | LinkedIn URL

### FINANCE & ACCOUNTING | BILLING & RECONCILIATION | ACCOUNTS RECEIVABLE | HUMAN RESOURCES

**Accomplished Senior Billing Operations Supervisor with 16+ years of experience** who is highly competent of effectively reviewing, implementing, and maintaining financial controls and procedures that ensures the financial integrity of a business. A subject matter expert of the Integrated Communications Operations Management system (ICOMS) and known for training entire teams to realize notable accounts receivable success. Has managed a revenue base of \$xxx+; including, but not limited to, revenue assurance, invoice setup/formatting, account reconciliation, and light collections. Demonstrated ability to partner and work closely with data integration teams to access and map out new database API systems with a most recent implementation of new process system that is now being implemented across other channels within the organization. Dedicated, detail-oriented, results-driven leader.

#### Competencies that Drive Strong Business Outcomes

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- Team Lead, Staff Supervision
- Regional Team Training & Development
- Collections Reduction
- Process Change Development
- Oversight of Multi-Millions of Dollars of Revenue Base
- Development and Redevelopment of Database Systems
- System Automation (Billing & Audit)
- Increased Customer Satisfaction
- Cost Savings & Control
- Human Resources, Talent Management
- Regulatory Compliance
- Project Management
- Communications (Internal/External)
- Data Analysis & Reporting

#### A Career of Delivering Increased Profits and Stakeholder Value

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2011 – Present

#### SUPERVISOR, BILLING OPERATIONS

**Supervises a team of 4 (2 onsite, 2 offsite) — ensures daily, weekly, and monthly financial goals are met.**

- **Staff Meetings & Leadership**—Held monthly all day meetings whereas the entire team worked on ‘outstanding cases’ which resulted in decreasing collections of outstanding delinquent cases (2000 to 350 cases, 2015). Current case load of approximately 350/per month with days outstanding at less than 60 days.
- **Human Resources**—Posts job requisites, interviews candidates, conducts performance reviews, compensation/bonus decisions and training of new hires.
- **Project Management**—Utilizes keen resource development in preparation of large-scale projects.
- **Billing Escalation Lead**—Resolves complex billing escalations for the team according to best resolution practices.
- **Financial Reports**—Integrates Salesforce data to develop numerous key reports (disconnect, activation/integration, open/close, service request reports), to name a few.
- **Procedural Manual Development**—Created a ‘formal’ instructional manual for adjustment entry including training.
- **Training & Development**—Support billing and customer care team of national accounts of new processes.
- **Accounts Review**—Analyzes adjustment batches; provides feedback, ensures accuracy & adherence to processes; conducts continuous ‘spot-checks’ - verifies prior to ‘posting’ for all teams.

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2009 – 2011

#### SR. BILLING ANALYST, FINANCE

**Led the day-to-day billing operations including created new processes and streamlining automation — assisted the billing team with advanced billing/accounting issues.** Assisted in training new hires as needed.

- **Outstanding Accounts Success**—Brought two of the largest outstanding accounts within 30-60 day buckets bringing A/R reductions of \$140K & \$1.7M after 3+ years of disputes.
- **Account Management**—Customer setup & corrections (ICOMS), adjustments, re-rates and contract setup.
- **Billing & Accounting Functions**—Formulated correct adjustment amounts, billing history reports & format changes.
- **Database & Process Development**—Worked with a contractor to automate BCP adjustment batches & exceptions; used a ‘macro’ to populate fields opposed to entering manually – saved 3 hours of weekly work per processing session.
- **Procedural Manuals**—Designed well-developed documents to best transition team members for the production of reports; provided clear and concise process training across teams.

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2005 – 2012

**BILLING ANALYST**

**Charged with overseeing billing operations and assisting the billing team as well as automated many processes** — (account setup, division reporting, creation of database and processes and eBilling) and developed documentation manuals in support of training team members. The key point of contact for the billing & Tax Department and assisted in training new hires as needed.

- **Billing & Tax Support**—Updated/monitored tax exempt status sheets & supported advanced billing/accounting issues.
- **Cash Data Entry**—Cash applications, refunds, credit card charges, and autopay charges. Following 'Cash Entry' responsibilities transition to an AR team - trained new hires on all new processes.
- **Automated Account Setup Process**—As a team, created about 1000 accounts in three months – worked with Acumen Solutions to create a setup button in Salesforce - saved an average of 167.20 hours or an average of \$3500 per quarter.
- **Automated Division Reports**—Decreased the time spent from 2 days to about 15 minutes of time.
- **Adjustment Database Creation/Process Manual**—Saved an estimated 6/hrs. each time the process was done.
- **Unreturned Equipment Process Creation/Process Manual** – Increased efficiency of billing and collectible revenues.
- **Automate eBill Creation**—Saved half of day of time per month for the entire team.

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2004 – 2005

**COLLECTION SPECIALIST**

**Accountable to monitor and maintain Government accounts** — respond to customer calls, make account adjustments, adjust small balance write-offs, customer reconciliations and processing of credit memos. Trained new hire on cash application duties and successfully transitioned the responsibility.

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2003 – 2003

**CREDIT/COLLECTION SPECIALIST**

**Managed the investigation of credit applications and authorized the extension of credit** — involved in the collection of amounts due to the company for goods and services while working with internal & external collection teams to obtain payment on delinquent accounts. Performed credit checks, established limits for new customers, setup payment plans and monitored payments for delinquent accounts.

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1998 – 2003

**COLLECTION SUPERVISOR**

**Supervised, interacted with and provided direction to a staff of 3 collection analysts while overseeing the daily collection and account reconciliation activities** —reviewed account delinquency reports and contacted customers to solicit payment.

**Education & Professional Development**

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B.A. Business Administration & Management, University of Pennsylvania, California, PA., 1990 -1994  
Certificate of Recognition – xxx Mentorship Program (Paired with VP of Project Management) - September 2015 - June 2016; Nominated for MVP for Q3 (2012) – xxxxxxxx xxxxxxxx (xxxxxxxxxx), xxxxxx, VA

**Technical**

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Closed Tabs, Adobe PDF Reader/Writer, SAP, Salesforce, ICOMS, Microsoft Office (Excel, Word, Outlook, Access, PowerPoint), Skype for Business