

# SB

# 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



Chicago, IL

## EDUCATION

Bachelor of Business Administration  
State University

City, ST | May 2015

## KEY SKILLS

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

## PROFESSIONAL EXPERIENCE

**BILLING CUSTOMER SERVICE REPRESENTATIVE | MEDICARE BILLING INC., CITY, ST**

**JANUARY 2018 – PRESENT**

- 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 | FASTPAY SOLUTIONS, CITY, ST**

**OCTOBER 2015 – JANUARY 2018**

- 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