

# Emily Carter

## Billing Customer Service Representative



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### Billing Specialist With Strong Customer Service Expertise

Customer service professional with three years of experience in billing support, payment processing, and resolving financial discrepancies. Adept at managing invoices, explaining billing policies, and improving payment collection rates.

### Professional Experience

#### Billing Customer Service Representative

Healthcare Solutions Inc. | City, ST  
| June 2021 - Present

- Assisted customers with billing inquiries and resolved discrepancies, reducing overdue payments by 25%
- Process payments and refunds, ensuring accurate financial records
- Educated customers on billing policies, leading to a 15% decrease in disputes

#### Accounts Receivable Clerk

ABC Financial Services | City, ST  
| July 2019 - June 2021

- Managed invoice generation and reconciliations, improving billing accuracy by 20%
- Worked closely with the finance team to streamline payment collection
- Provided customer support for billing-related concerns, improving satisfaction ratings

### Key Skills

- Billing dispute resolution
- Payment processing
- Financial account management
- CRM and billing software (QuickBooks, SAP)
- Customer education and policy explanation

### Education

Associate Degree in Accounting | Community College of Denver | 2019