

# BENJAMIN LEE

## Billing Consultant

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### PROFESSIONAL SUMMARY

Billing Consultant with 10 years of comprehensive experience in streamlining billing operations and enhancing revenue cycle efficiency. Expert in identifying discrepancies, implementing innovative technology solutions, and ensuring compliance to maximize revenue. Eager to leverage analytical skills and foster strong client relationships to drive operational success and deliver exceptional service.

### WORK EXPERIENCE

**Billing Consultant** May / 2018-Ongoing  
Seaside Innovations Santa Monica, CA

- 1. Managed billing processes for government contracts, ensuring compliance and accuracy.
- 2. Developed cost estimates for repair services, enhancing client satisfaction.
- 3. Maintained inventory for repair parts, improving turnaround times for service.
- 4. Processed payments and resolved billing inquiries, resulting in a 20% reduction in customer disputes.
- 5. Archived billing documentation and ensured proper record-keeping practices.
- 6. Trained staff on insurance verification, improving claim approval rates.
- 7. Assisted in onboarding new billing team members, facilitating a smooth transition.

**Billing Consultant** May / 2015-May / 2018  
Lakeside Apparel Co Chicago, IL

- 1. Collaborated with clients to gather requirements and design tailored billing solutions.
- 2. Conducted data analysis to identify billing discrepancies and optimize processes.
- 3. Led the software implementation project, ensuring seamless integration with existing systems.
- 4. Coordinated user acceptance testing to validate billing functionalities.
- 5. Provided ongoing support and training to users post-implementation.

### EDUCATION

**Bachelor of Science in Health Science** May / 2012 - May / 2015  
University of Health Sciences Chicago, IL

Focused on healthcare management and billing processes.

### SKILLS

- Financial Analysis
- Customer Account Management
- Regulatory Knowledge
- Billing Discrepancy Resolution
- Multi-tasking Abilities

### INTERESTS

- Home Brewing Wildlife Conservation
- Running Public Speaking

### STRENGTHS

- Willingness Wisdom
- Zeal Ingenuity

### LANGUAGES

- English Polish Dutch

### ACHIEVEMENTS

- Reduced billing discrepancies by 30% through process improvements and staff training.
- Implemented new billing software that increased operational efficiency by 25%.