



JAMES CLARK

Billing Customer Service Representative

✉ support@qwikresume.com

☎ (123) 456 7899

📍 Los Angeles

🌐 www.qwikresume.com

💡 SKILLS

Customer Engagement



Data Analysis



Documentation Skills



Office Software Proficiency



Email Management



🎯 INTERESTS

📖 DIY Projects 📖 Crafting

📖 Meditation 📖 History

👊 STRENGTHS

⚙ Gratitude

⚙ Humility

⚙ Innovation

⚙ Insightfulness

🗣 LANGUAGES



English
80%



Arabic
80%



Russian
80%

🌟 ACHIEVEMENTS

🌟 Achieved a 95% customer satisfaction rating through effective communication and problem resolution.

🌟 Reduced billing discrepancies by 30% through meticulous review and process improvements.

👤 PROFESSIONAL SUMMARY

Results-driven Billing Customer Service Representative with 5 years of experience in managing billing inquiries, resolving disputes, and ensuring compliance with regulations. Adept at enhancing customer satisfaction and streamlining billing processes.

💼 WORK EXPERIENCE

Billing Customer Service Representative

📅 Dec / 2020-Ongoing

Pineapple Enterprises

📍 Santa Monica, CA

1. Managed inbound calls for billing inquiries, ensuring accurate information and timely resolutions.
2. Processed patient payments, verified insurance details, and handled refund requests efficiently.
3. Developed and implemented billing policies to enhance operational efficiency and compliance.
4. Maintained up-to-date knowledge of Medicare and Medicaid regulations to ensure adherence.
5. Utilized CRM software to track customer interactions and improve service delivery.
6. Collaborated with cross-functional teams to streamline billing processes and enhance customer experience.
7. Generated detailed reports on billing activities and customer feedback for management review.

Medical Bill Reviewer

📅 Dec / 2019-Dec / 2020

Cactus Creek Solutions

📍 Phoenix, AZ

1. Reviewed and corrected billing codes to ensure accurate claims submission.
2. Answered over 75 calls daily, addressing customer inquiries related to billing and services.
3. Resolved billing disputes through effective negotiation and communication skills.
4. Provided clear explanations of billing processes to enhance customer understanding.
5. Set up service requests and processed payments for additional services.

🎓 EDUCATION

Associate of Applied Science in Business Administration

📅 Dec / 2018 Dec / 2019

Springfield Community College

📍 Toronto, ON

Focused on business management principles, customer service strategies, and billing practices.