

# ISABELLA CLARK

## Customer Billing Specialist

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### PROFESSIONAL SUMMARY

Experienced Customer Billing Specialist with 7 years in optimizing billing operations and ensuring precise invoicing. Proficient in handling complex billing inquiries, processing payments, and maintaining accurate account records. My commitment to customer service excellence enhances client satisfaction and fosters long-term relationships, driving overall organizational success.

### WORK EXPERIENCE

Customer Billing Specialist Mar / 2021-Ongoing  
Pineapple Enterprises Santa Monica, CA

- 1. Managed delinquent accounts, ensuring timely collections and reducing outstanding balances.
- 2. Resolved billing inquiries efficiently, enhancing customer satisfaction and loyalty.
- 3. Processed credit card payments and adjustments accurately, maintaining compliance with company policies.
- 4. Updated and maintained account information, ensuring accuracy in billing statements.
- 5. Coordinated with cross-functional teams to identify and rectify billing discrepancies.
- 6. Delivered exceptional customer service by addressing complex billing issues promptly.
- 7. Monitored billing cycles to ensure timely delivery of invoices to clients.

Customer Billing Specialist Mar / 2018-Mar / 2021  
Summit Peak Industries Denver, CO

- 1. Processed billing transactions and followed up on payment corrections, handling over 30 verifications daily.
- 2. Supervised a team of 8 staff members, ensuring efficient operations and service delivery.
- 3. Developed training materials for new hires on billing processes and customer service standards.
- 4. Managed customer service inquiries related to billing, ensuring clarity and satisfaction.
- 5. Implemented best practices for billing accuracy, enhancing operational efficiency.

### EDUCATION

Bachelor of Science in Business Administration Mar / 2015 Mar / 2018  
University of Washington Chicago, IL

Focused on financial management and customer relations.

### SKILLS

- Analytical Problem Solving
- Time Management
- Dispute Resolution
- Analytical Skills
- Multi-tasking Ability

### INTERESTS

- Home Brewing Wildlife Conservation
- Running Public Speaking

### STRENGTHS

- Willingness Wisdom
- Zeal Ingenuity

### LANGUAGES

- English Arabic Polish

### ACHIEVEMENTS

- Achieved a 95% customer satisfaction rate through effective billing resolution.
- Reduced billing discrepancies by 30% through process improvements.