

HARPER LEWIS

Lead Energy Billing Specialist

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PROFESSIONAL SUMMARY

With a decade of specialized experience in energy billing, I excel in optimizing billing systems and ensuring compliance with industry regulations. My leadership skills empower teams to enhance billing accuracy and operational efficiency, fostering strong client relationships. I leverage analytical expertise to drive financial performance and streamline processes for organizational success.

WORK EXPERIENCE

Lead Energy Billing Specialist

Seaside Innovations

📅 Mar / 2018-Ongoing

📍 Santa Monica, CA

1. Supervised a team of billing specialists, providing training and guidance to enhance performance.
2. Generated and reviewed billing invoices for energy services, ensuring accuracy and compliance.
3. Addressed customer inquiries and resolved discrepancies in invoicing promptly.
4. Maintained billing data integrity through systematic data entry and reconciliation.
5. Created batch invoices for high-volume clients, optimizing efficiency.
6. Produced monthly financial reports, analyzing revenue trends and forecasting.
7. Conducted collections outreach for overdue accounts, improving cash flow.

Lead Billing Specialist

Cactus Creek Solutions

📅 Mar / 2015-Mar / 2018

📍 Phoenix, AZ

1. Contributed to the development of billing procedures and updated compliance manuals.
2. Cross-trained staff in billing processes and customer service protocols.
3. Conducted research on billing discrepancies and issued refunds as necessary.
4. Led a billing team of five, overseeing workflows and performance metrics.
5. Managed payroll scheduling and monitored team productivity.
6. Reviewed aging accounts and claims to ensure timely payments from clients.

EDUCATION

Bachelor of Science in Accounting

State University

📅 Mar / 2012-Mar / 2015

📍 Chicago, IL

Focused on financial accounting, auditing, and compliance management.

SKILLS

Energy Billing Software



Advanced Excel For Financial Analysis



Erp System Knowledge



Billing Cycle Management



ACHIEVEMENTS

- ★ Implemented a new billing system that reduced invoicing errors by 30%.
- ★ Led a team that enhanced billing accuracy, resulting in a 25% decrease in customer disputes.
- ★ Developed and executed training programs, improving team efficiency by 20%.