



# MASON WILSON

Utility Billing Clerk

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## PROFESSIONAL SUMMARY

Accomplished Utility Billing Clerk with over 7 years of experience in managing billing processes, optimizing customer account management, and enhancing service delivery. Recognized for accuracy in billing and a commitment to improving operational efficiency, I strive to elevate customer satisfaction while ensuring compliance with financial regulations.

## WORK EXPERIENCE

Utility Billing Clerk 📅 Mar / 2020-Ongoing  
Seaside Innovations 📍 Santa Monica, CA

- 1. Managed the complete billing cycle, ensuring timely and accurate invoicing for utility services.
- 2. Processed accounts receivable transactions, maintaining precise financial records in utility systems.
- 3. Analyzed billing data and financial reports to identify discrepancies and improve processes.
- 4. Maintained up-to-date customer files, documenting service requests and billing adjustments.
- 5. Balanced daily cash reports with the city's general ledger, ensuring financial integrity.
- 6. Facilitated account closures and refunds, improving customer satisfaction and retention.
- 7. Collaborated with team members on utility projects, enhancing service delivery efficiency.

Utility Billing Clerk 📅 Mar / 2018-Mar / 2020  
Summit Peak Industries 📍 Denver, CO

- 1. Provided exceptional support for residential and commercial utility accounts, ensuring compliance with regulations.
- 2. Handled new account setups, deposits, and payment collections, maintaining accurate financial records.
- 3. Utilized software for data entry, billing, and payment processing to streamline operations.
- 4. Prepared monthly financial reports and reconciled bank statements for accuracy.
- 5. Updated customer information in billing systems, ensuring data integrity and timely communications.
- 6. Managed customer inquiries, resolving issues promptly to enhance service quality.

## EDUCATION

Associate of Applied Science in Business Administration 📅 Mar / 2016 - Mar / 2018  
Springfield Community College 📍 Denver, CO

Focused on financial management and customer service principles relevant to utility billing.

## SKILLS

Utility Account Management

● ● ● ● ● ● ● ● ○ ○

Customer Relations

● ● ● ● ● ● ● ● ● ○

Payment Processing

● ● ● ● ● ● ● ● ● ●

Billing Cycle Coordination

● ● ● ● ● ● ● ● ● ○

Customer Follow-up

● ● ● ● ● ● ● ● ● ●

Billing Adjustments

● ● ● ● ● ● ● ● ● ●

## INTERESTS

🎮 Gaming

👜 Fashion

🎬 Film

💻 Technology

## STRENGTHS

⚖️ Fairness

↔️ Flexibility

➡️ Forward-thinking

❤️ Gratitude

## LANGUAGES

🇬🇧 English

🇯🇵 Japanese

🇩🇪 German

## ACHIEVEMENTS

- ★ Improved billing accuracy by 25% through process optimization and staff training.
- ★ Reduced customer complaints by 30% by implementing a new inquiry resolution strategy.
- ★ Successfully managed utility billing for over 5,000 accounts with a 98% satisfaction rate.