

JESSE KENDALL

123 Elm Street, Hartford, VT 05047, 802-555-5555, jkendall@notmail.com

BILLING CLERK

Driven billing professional with demonstrated track record of maximizing business opportunities and consistently achieving corporate financial performance goals. Creative and analytical, with extensive knowledge in the fundamental principles of finance. Exceptional interpersonal and communication skills; demonstrated leadership among peers and subordinates.

BILLING MANAGEMENT

ABC COMMUNICATIONS, Hartford, VT

BILLING CLERK [20xx to 20xx]:

Charted impacts of new services in support of the Charlotte Billing Control Office (BCO). Analyzed and verified end-user bills during the testing phase of new services and plans, such as AT&T Direct Billing, Bundled Bill, and Free Minute Plans. Accurately maintained the Charlotte Automated Platform (CAP) updates associated with optional calling plans.

- Wrote Methods and Procedures for all New Services/ Plans, which were successfully rolled out to AT&T updates associated with optional calling plans.

ASSISTANT BILLING CLERK [20xx to 20xx]:

Ensured rated long distance service messages were properly processed and billed. Communicated message errors, recording problems, and table updates to various AT&T development organizations.

- Supervised clerical job performance to ensure top levels of productivity and employee development.

BCD ENTERPRISES, Hartford, VT

BILLING CLERK/ Research Coordinator [20xx to 20xx]:

Reviewed and analyzed customer-billing inquiries submitted by call center and [field service representatives](#). Converted rate schedule for terminated employees. Processed account corrections and transactions as directed by business operations managers and analysts. Maintained metrics to determine revenue impacts.

- Elevated accurate billing of installation charges, equipment changes, and order processing procedures through identification and proactive feedback to call center, service center, and field service & support management teams.
- Guaranteed the accurate recording of customer payments by researching misapplied inquiries.
- Facilitated improved customer relations by quickly discerning needs and resolving issues according to customer expectations.
- Promoted from initial Billing Liaison position within three months of hire.

EDUCATION

Associate Degree in Accounting, XYZ College, Hartford, VT

CERTIFICATIONS/ TRAINING

- Certificate of Merit, Accounts Payable Seminar
- Certificate of Merit, Sales and Use Tax Seminar
- Exceptional Presentations Course
- ISO Compliance Training
- Diversity Training
- Regulated PeopleSoft AP

TECHNICAL/ SOFTWARE SKILLS

- Regulated PeopleSoft AP
- Nonregulated PeopleSoft AP
- QuickBooks Complete Accounting
- [Peachtree Complete Accounting](#)
- MS Office Suite; Access
- MS Windows 2003 and XP Professional
- Viewlogic
- Razorsight