

# Tasja Gavilanez

Billing Clerk

## Profile

Detail-oriented Billing Clerk with 1 year of experience in efficiently managing invoicing and payment processes. Proficient in utilizing accounting software and ensuring accurate data entry. Demonstrates strong organizational skills and a keen eye for detail, consistently meeting deadlines and maintaining a high level of accuracy. Adept at collaborating with cross-functional teams and providing exceptional customer service.

## Employment History

### Billing Clerk at Alabama Power Company, AL

Feb 2023 - Present

- Successfully reduced invoice processing time by 30% through the implementation of a new automated billing system, resulting in increased efficiency and improved customer satisfaction.
- Streamlined the billing dispute resolution process, resolving over 150 customer disputes within a 3-month period, ultimately leading to a 25% reduction in customer complaints related to billing errors.
- Achieved a 99% on-time payment rate for the department by implementing a proactive follow-up system for overdue invoices, improving cash flow and reducing outstanding accounts receivable by 40%.

### Junior Billing Clerk at Regions Financial Corporation, AL

Jul 2022 - Dec 2022

- Successfully reduced invoice processing time by 15% through the implementation of a new automated billing system, resulting in increased efficiency and accuracy in the Billing Department.
- Streamlined the reconciliation process for over 500 client accounts, leading to a 10% reduction in discrepancies and ensuring timely payments for the company.
- Assisted in the recovery of \$50,000 in outstanding receivables within the first six months of employment, contributing significantly to the company's cash flow and financial stability.

## Certificates

### Certified Billing and Coding Specialist (CBCS)

Sep 2021

### Certified Professional Biller (CPB)

Mar 2020

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## Education

### Associate of Applied Science in Accounting at Calhoun Community College, Decatur, AL

Sep 2017 - May 2022

Relevant Coursework: Financial Accounting, Managerial Accounting, Taxation, Auditing, Cost Accounting, Payroll Accounting, QuickBooks, Microsoft Excel, Business Law, and Financial Statement Analysis.

## Links

[linkedin.com/in/tasjagavilanez](https://www.linkedin.com/in/tasjagavilanez)

## Skills

QuickBooks proficiency

Excel expertise

Invoicing accuracy

Data entry speed

Attention to detail

Time management

Customer service

## Languages

English

Italian