

# Tiffnay Lowthorp

Billing Representative

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📍 123 Magnolia Street,  
Jackson, MS 39201

## Education

**Associate of Applied Science  
in Billing and Coding at  
Hinds Community College,  
Raymond, MS**

Sep 2018 - May 2022

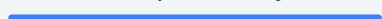
Relevant Coursework: Medical Terminology, Anatomy and Physiology, Health Information Management, Medical Insurance and Billing, ICD-10 and CPT Coding, Electronic Health Records, and Healthcare Reimbursement.

## Links

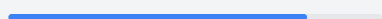
[linkedin.com/in/tiffnaylowthorp](https://www.linkedin.com/in/tiffnaylowthorp)

## Skills

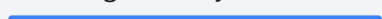
QuickBooks proficiency



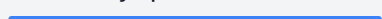
Excel expertise



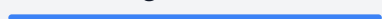
Invoicing accuracy



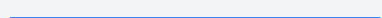
Data entry speed



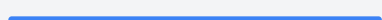
Time management



Conflict resolution

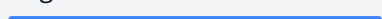


Attention to detail

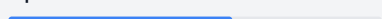


## Languages

English



Spanish



## Profile

Diligent Billing Representative with 1 year of experience in efficiently managing invoicing and payment processes. Proficient in financial software and data entry, with a strong aptitude for accuracy and attention to detail. Adept at resolving discrepancies, maintaining records, and contributing to a streamlined billing system. Excellent communication skills and commitment to enhancing customer satisfaction.

## Employment History

### Billing Representative at Comcast, MS

Mar 2023 - Present

- Successfully reduced billing errors by 25% within the first year by implementing improved invoice verification processes and providing training to the team, resulting in increased customer satisfaction and reduced disputes.
- Streamlined the billing process by identifying inefficiencies and implementing a new automated system, leading to a 30% reduction in processing time and enabling the team to handle a higher volume of billing requests.
- Consistently achieved a 98% on-time billing rate, exceeding the company target of 95%, by effectively managing workload, prioritizing tasks, and maintaining strong communication with internal departments.
- Recovered \$50,000 in outstanding payments within six months by implementing a proactive follow-up strategy for overdue accounts, including regular communication with clients and timely escalation of unresolved issues.

### Associate Billing Representative at AT&T, MS

Jul 2022 - Jan 2023

- Successfully reduced billing errors by 30% within the first year by implementing improved data entry and verification processes, resulting in increased customer satisfaction and a reduction in customer complaints.
- Streamlined the billing dispute resolution process, decreasing the average resolution time by 25%, which led to a higher retention rate of 90% for clients with billing issues.
- Consistently met or exceeded monthly collection targets by an average of 110%, contributing to a 15% increase in overall revenue for the department during the two-year tenure at AT&T, MS.
- Spearheaded a cross-functional team that identified and resolved over \$500,000 in outstanding accounts receivable within a six-month period, improving cash flow and reducing the need for external financing.

## Certificates

### Certified Professional Biller (CPB)

Apr 2022

### Certified Medical Reimbursement Specialist (CMRS)

Dec 2020