

STRENGTHS

-  **Deduction Investigation**
Reviews invoices, transaction records, and claims with care. A clear evidence trail helped teams resolve difficult disputes.
-  **Excel Analysis**
Turns billing details into useful reports and patterns. Colleagues often sought help when a spreadsheet needed clarity.
-  **Dispute Resolution**
Keeps conversations grounded in records and next steps. That steady approach helped move unresolved claims forward.
-  **Root Cause Review**
Looks beyond one adjustment to recurring issues. A simple cause log made workflow discussions more productive.
-  **Cross Functional Support**
Works across finance, operations, sales, and customer service. Shared context made handoffs smoother during busy periods.

SKILLS

- Deductions Management

Billing Accuracy

Customer Disputes
- Financial Analysis

Microsoft Excel

ERP Systems

SAP

Financial Reporting

Dashboard Development

Root Cause Analysis

Credit Memos

Debit Memos

Claims Research

Aging Analysis

Process Improvement

SUMMARY

Revenue assurance analyst with more than four years supporting deductions, billing accuracy, dispute resolution, and financial reporting. Investigates **customer deductions** through invoice records, transaction details, **delivery documentation**, **pricing confirmations**, and claim information. Uses **advanced Microsoft Excel**, ERP systems, dashboards, and structured analysis to clarify discrepancies and support accurate adjustments. Partners with finance, customer service, sales, and operations teams to resolve disputes, document root causes, and improve quote to cash workflows. Experience includes credit memo and debit memo processing, aging analysis, claims records, reporting improvements, and billing exception research. Clear documentation and practical follow through help stakeholders reach sound financial decisions. Prepared to contribute disciplined analysis and collaborative problem solving within a revenue protection function.

EXPERIENCE

Revenue Assurance Analyst, Deductions

Clearview Financial Operations  January 2023 - Present  Denver, CO

- Owns deduction investigations, dispute workflows, billing accuracy reviews, reporting, and adjustment support across revenue and accounts receivable operations. Partners with finance and business stakeholders on recurring issue resolution and practical **process improvements**.
- Investigated **customer deductions** through invoices, supporting records, and transaction details for accurate dispute decisions.
 - Coordinated dispute workflows with **finance** stakeholders, moving unresolved claims toward documented resolution.
 - Built Excel analyses and **reports** that exposed deduction patterns and financial risks for review.
 - Supported credit memo and debit memo processing through established accounting procedures and approvals.
 - Partnered with **business teams** to improve billing data accuracy and reporting practices.
 - Documented **root causes** for recurring issues, guiding practical workflow improvements across finance operations.

Billing Analyst, Revenue Operations

Pioneer Billing Solutions  August 2021 - December 2022  Boulder, CO

- Supported billing exception research, account discrepancy analysis, claims documentation, adjustment reporting, and workflow updates within a financial operations environment. Worked with operations teams to clarify records and strengthen resolution practices.
- Reviewed billing exceptions in financial systems, identifying account discrepancies for timely investigation.
 - Prepared adjustment, aging, and resolution reports that gave teams clearer claim visibility.
 - Maintained customer claim records and payment inquiry documentation for consistent follow through.
 - Applied Excel functions to analyze financial information and support billing decisions.
 - Coordinated with operations teams to clarify documentation requirements for disputed billing items.
 - Assisted **billing** workflow updates that improved consistency across recurring exception handling.

PROJECTS

Deduction Reporting Improvement 2024

Created a structured Excel reporting approach for deduction patterns, aging items, resolution status, and financial risk review. Clearer records helped teams focus conversations on root causes and practical next steps.

Billing Accuracy Review 2022

LANGUAGES

English	Native
Spanish	Intermediate

MY CAREER



- Revenue Assurance Analyst, Deductions at Clearview Financial Operations (3.7 Years)
- Billing Analyst, Revenue Operations at Pioneer Billing Solutions (1.3 Years)

Reviewed billing exceptions and supporting records across financial systems, then organized recurring issues for workflow discussion. Small documentation improvements made dispute follow through easier for operations partners.

LEADERSHIP & AWARDS

- Recognized by finance partners for dependable deduction research and clear supporting documentation.
- Selected to support recurring billing workflow improvements through practical reporting and root cause analysis.
- Earned Microsoft Excel Expert Certification in 2024 through focused technical development.

EDUCATION

Bachelor's Degree in Finance
Colorado State University 🎓 GPA: 0 📅 2021 📍 Fort Collins, CO
Coursework: Financial analysis, accounting, business administration, data analytics

CERTIFICATIONS

- Microsoft Excel Expert Certification 📅 2024
- Bachelor of Science in Finance 📅 2021

TECHNICAL SKILLS

- **Spreadsheet Analysis:** Microsoft Excel, PivotTables, Excel formulas
- **ERP Systems:** SAP, financial systems, transaction records
- **Financial Reporting:** Adjustment reports, aging reports, resolution reports
- **Dashboard Development:** Excel dashboards, deduction dashboards, status reporting
- **Billing Operations:** Billing exceptions, invoice review, quote to cash
- **Deductions Management:** Customer deductions, claims, dispute workflows
- **Accounting Adjustments:** Credit memos, debit memos, financial adjustments
- **Documentation Review:** Delivery documentation, pricing confirmations, claim information
- **Data Analysis:** Trend analysis, discrepancy analysis, pattern analysis
- **Process Improvement:** Root cause analysis, workflow updates, reporting improvements

PROFESSIONAL AFFILIATIONS

- Finance and accounting professional communities, with interest in revenue assurance and billing accuracy.
- Colorado State University finance alumni network, maintaining connections across accounting and business operations.

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST