



Eli Carey

Revenue Assurance Analyst, Deductions

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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

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

