Sophia Patel

Billing Analyst

CONTACT

📞 (415) 555-0912

✉ sophia.patel@gmail.com

📍 United States, San Francisco, CA

EDUCATION

2012 - 2016
Bachelor of Science in Information Technology
University of California, Berkeley, United States

Certified Information Systems Auditor (CISA)
ISACA, October 2020

Certified Billing Specialist (CBS)
American Association of Billing Specialists (AABS), March 2019

PROFESSIONAL SUMMARY

Detail-oriented IT Billing Specialist with over 9 years of experience managing the billing cycles for SaaS and IT service providers. Expertise in handling subscription-based billing, client invoicing, and ensuring compliance with licensing agreements and SLAs.

EXPERIENCE

Billing Analyst   2020 - Now

Salesforce, United States, San Francisco, CA

- Process SaaS billing for over 200 clients, ensuring the accurate invoicing of subscription services based on contractual agreements.
- Reconcile discrepancies in billing data and work with clients and internal teams to resolve issues promptly, reducing client disputes by 30%.
- Maintain and update customer billing records, ensuring compliance with service level agreements (SLAs) and licensing terms.
- Generate monthly billing reports for senior management and assist in preparing annual financial statements.
- Implemented automated billing solutions that reduced manual errors by 40%.

Junior Billing Specialist   2016 - 2020

Oracle, United States, Redwood City

- Managed billing for cloud computing services, ensuring the timely and accurate processing of client invoices for both SaaS and infrastructure services.
- Assisted in implementing a new billing software, which improved invoicing speed and accuracy by 25%.
- Coordinated with the customer service team to address billing inquiries and ensure customer satisfaction.
- Supported senior analysts in auditing and ensuring compliance with internal and external financial regulations.

SKILLS

Skill	Rating
Subscription-based billing and invoicing	★★★★★
SaaS billing software (Zuora, Chargebee)	★★★★★
Data analysis and reporting	★★★★★
Understanding of SLAs and IT service contracts	★★★★★
Client relationship management	★★★★★
Attention to detail and accuracy in billing	★★★★★