

Aisha Khan

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SUMMARY

Detail-oriented and motivated recent graduate with a strong understanding of billing processes and customer service. Proficient in managing invoices, resolving discrepancies, and utilizing billing software to enhance operational efficiency.

EXPERIENCE

Billing Intern

Jun 2022 - Aug 2022

ABC Healthcare, Atlanta, GA

- Assisted in processing over 500 invoices monthly, ensuring 98% accuracy in billing entries.
- Reconciled patient accounts, reducing billing discrepancies by 20% through thorough analysis and communication with departments.
- Utilized Epic Systems software to streamline billing operations, improving processing time by 15%.

Customer Service Representative

Jan 2019 - May 2022

XYZ Retail Solutions, Atlanta, GA

- Managed customer inquiries regarding billing issues, achieving a 95% satisfaction rate based on customer feedback.
- Processed returns and exchanges, accurately handling transaction adjustments worth over \$50,000.
- Trained new staff on billing procedures and use of billing software, enhancing team efficiency.

EDUCATION

Bachelor of Science in Accounting

May 2021

Georgia State University, Atlanta, GA • GPA: 3.7

SKILLS

Technical Skills: Billing Software, Invoice Processing, Data Entry, Account Reconciliation

Tools & Frameworks: Epic Systems, Microsoft Excel, QuickBooks