



HAZEL BARRIGA

VIRTUAL TEAMMATE



SKILLS SUMMARY

- Billing and Invoicing
- CRM and Billing Tools
- Data Entry
- Internet Research
- Office Software
- Communication Skills
- Customer Support

TOOLS

Salesforce.com
Jira
Sage Intacct
Microsoft Office Suite
Meta Business Suite
Google Workspace
Trello
Quickbooks

PERSONAL PROFILE

Experienced Billing Specialist with almost two years of expertise in handling customer billing inquiries, generating accurate invoices, and reconciling accounts. Proficient in using tools like Salesforce.com, Sage Intacct, QuickBooks, and Jira to streamline billing processes and resolve discrepancies effectively. Strong communicator with a focus on accuracy and client satisfaction.

WORK EXPERIENCE

CUSTOMER BILLING SUPPORT SPECIALIST

Zywave | June 2022 – May 2024

- Handle customer inquiries related to billing, providing clear explanations of charges, fees, and payment options.
- Generate and distribute accurate invoices to customers, ensuring all billing details are correct.
- Process customer payments, including credit card transactions, ACH payments, and other payment methods.
- Reconcile customer accounts, identifying and resolving discrepancies in billing records.
- Investigate and resolve billing disputes, working closely with customers and internal teams to address issues.

EDUCATION HISTORY

Holy Cross of Davao College

- Bachelor of Arts in English

KEY ACHIEVEMENT

Core Values Awardee | Zywave

- Given for the outstanding contributions to the Billing/Accounts Receivables team projects