

## Top Skills

Virtual Machines

Linux System Administration

Salesforce.com Development

## Languages

Spanish (Native or Bilingual)

English (Full Professional) Italian

(Limited Working)

Contracts and Billing Specialist | Salesforce TACC Member  
Prague, Czechia

## Summary

With over 8 years of experience, I am a detail-oriented finance professional with a comprehensive trajectory across the Accounts Receivable field. My expertise lies in data analysis using tools like Salesforce, Excel or programming languages where I am known for accuracy, efficiency, and quick learning. A team player with an innovative approach, I thrive in dynamic environments, adapting seamlessly to industry shifts.

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## Experience

### Keyloop

Contracts and Billing Specialist

May 2024 - Present (4 months)

Prague, Czechia

- Manage customer subscriptions and recurring
- Prepare regular reports on billing, collections, and financial performance
- Coordinate with legal and finance departments for contract approval
- Work with the sales team to ensure accurate and timely processing of sales order
- Process sales orders and ensure accurate order fulfillment billing
- Assist in month-end and year-end financial closing processes
- Train team members on the use of Salesforce, Netsuite, Excel, Navision, and Docuware

### Webhelp

Google Cloud Platform Billing Specialist / TSE

April 2021 - May 2024 (3 years 2 months)

Barcelona, Catalonia, Spain

- Research, diagnose, troubleshoot, and resolve customer issues in an accurate and timely manner.
- Responsible for working with different systems, software, and hardware and follow standard procedures to escalate unresolved issues to appropriate internal departments.

- Taking ownership of customer issues reported and seeing problems through to resolution.
- Prioritize and manage several open issues at one time.
- Talk clients through a series of actions, either via phone, email or chat, until they've solved a technical issue.
- Refer to internal database or external resources to provide accurate tech solutions.
- Follow the SLA for issues with respect to the severity.

## World Courier

### Billing Specialist

September 2020 - April 2021 (8 months)

Vilnius, Vilniaus, Lithuania

- Own pricing, invoice generation and invoice delivery tasks for clients across the assigned portfolio of countries
- Interact frequently with internal colleagues at various levels for the purpose of capturing all related costs and ensuring the accuracy of billing
- Manage and maintain customer files
- Supervising daily invoice batch
- Prepare adjustments (voids/credit memos) when necessary
- Managing disputes related to payments, invoices and contract management
- Dealing with sales department to get the quotations missed
- Ensure quality of accounting data by monitoring and implementing control checks
- Maintain and update billing documentation thoroughly and accurately, in accordance with department guidelines
- Communicate globally with other offices

## ReviewPro

2 years

### Billing Coordinator

March 2019 - July 2020 (1 year 5 months)

Barcelona, Catalonia, Spain

- Automation of Invoicing process
- Contracts validation management
- VAT/GST Management
- Legal entity implementation
- Renewals creation, approval and enforcement
- Conciliation of accounts and received payments
- Payments received conciliation

- Strong communication and cooperation with Treasury department and Finance Controller
- Fluent engagement with Sales and Account Management departments regarding operational issues
- Accounting daily tasks (SII, Navision fundamentals)
- SQL experience

### Collections Specialist

August 2018 - March 2019 (8 months)

Barcelona, Catalonia, Spain

- Monitor accounts on a daily basis
- Identify outstanding account receivables
- Investigate historical data for debts and bills
- Take actions in order to encourage timely payments
- Process payments and refunds
- Resolve billing issues
- Resolve customer credit issues
- Contact clients and discuss their overdue payments
- Update account status records
- Prepare and present reports on collection activities and progress

### Qipert | Externalización de Servicios y Procesos

Bank Sabadell Operator

May 2017 - August 2018 (1 year 4 months)

Murcia y alrededores, España

- Application and review of mortgage documentation
- Checking customer's credit ranking with banks
- Allocating daily receipts to internal departments

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## Education

UA - Universidad de Alicante / Universitat d'Alacant

Doble Grado en Derecho y Administración y Dirección de Empresa. · (2012 - 2018)

City University of Seattle

Double Degree Business Management and Administration & Law · (2016 - 2017)

Computer Programming · (October 2023)

Salesforce Talent Alliance Career Cohorts  
· (September 2023)