

# ALBERTO BARROSO

Billing & Collection - Madrid, Spain

W: <http://www.worky.com/alberto-barroso2>

## ALBERTO BARROSO's Professional Experience

---

### 2006 - 2011 **Clearwire - Billing & Collection**

Daily meetings with outsourcing partners to define the number of outbound calls that had to be made to delinquent customers  
Handling daily phone calls with top customers and businesses clients in order to process their payments  
Billing and collections training for call center agents  
CRM Design focused on the use of customer services agents  
Collation, reconciliation and processing of daily invoicing.  
Chasing outstanding PO's and monitoring of uninvoiced sales on a daily basis.  
Ensuring timely completion of invoicing processes.  
Liaising with On-site Consultants, Accounts Group, Managers and Directors to resolve issues related to invoicing.  
Research, resolve and respond to invoicing issues  
Root cause analyses in order to solve business issues and suggestion of process improvements  
Follow procedures on controls and internal audit processes  
Review of invoicing reports to verify if the proper documentation had been received for payments to be processed  
Manual invoicing for specific clients on a weekly/fortnightly/monthly basis.  
Resolve helpdesk queries  
Ensure all invoicing systems are updated with information by due date  
Work with invoicing team to improve current invoicing methods with automatic billing being the goal.  
Implementation of toll fraud monitoring application  
Implementation and operation of application for inventory control for wimax equipment, picking up to customers and department stores.

---

### 2002 - 2006 **Alo Comunicaciones - Billing & Collection**

Collation, reconciliation and processing of daily invoicing  
Uninvoiced sales - Chasing outstanding PO's and monitor uninvoiced sales on a daily basis  
Research, resolve and respond to invoicing issues

---