

# Michael Chretien Bullock

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## ABOUT

Detail-oriented individual with the ability to analytically solve problems in a timely and accurate manner in a team or individual setting.

## EDUCATION

**Appalachian State University - Boone, NC**

**May 2016**

*Bachelor of Science Business Administration in Finance and Banking*

**Cornell University - Ithaca, NY / US (Online)**

**December 2022**

*Data Science with SQL and Tableau Certificate*

## SKILLS

- Data Analysis
- Critical Thinking/Problem-Solving
- Project Management
- Microsoft Office and Google Suite Proficiency
- Interpersonal Communication

## PROFESSIONAL EXPERIENCE

**Senior Billing Analyst**

**March 2023 - Present**

*Guild Education – Denver, CO*

- Support in training and onboarding new team members along with more junior team members on daily tasks, billing activities, and projects
- Field the most complex billing questions from internal and external stakeholders; collaborating with cross-functional team members to help answer questions
- Perform ongoing and ad-hoc analyses & reporting to support operational and strategy decisions
- Lead in SOC audit preparation and data gathering
- Guide and lead in developing billing operational improvements and process documentation
- Support on new employer and university partner billing onboarding activities

**Billing Analyst**

**April 2022 – March 2023**

*Guild Education - Denver, CO*

- Support in crafting tuition invoices by extracting and manipulating transactional data
- Reconcile customer and student accounts for tuition billing, including providing manual updates if needed
- Maintain tuition records and controls
- Field common billing questions from internal and external partners
- Perform quality assurance checks on data / invoices to ensure student data and billing accuracy while identifying and finding solutions for known issues
- Work on billing operational improvements and process documentation

**Accounts Receivable Operations Specialist**

**October 2019 – March 2022**

*University of Colorado Denver / Anschutz Medical Campus - Denver, CO*

- Ensures invoicing of third-party sponsors is performed accurately and timely by generating & creating, reviewing, and distributing invoices utilizing Enterprise and Microsoft Office software.
- Manages and oversees sponsorships on the student account as well as sponsor payments utilizing Oracle PeopleSoft software
- Collaborates with internal and external business partners to manage third-party sponsorships and problem solve any respective issues
- Performs audits and follow-up on missing payments with third-party sponsors to ensure all billing and student accounts are reconciled

- Processes and indexes sponsor authorizations, invoices, and payments appropriately utilizing Onbase – Hyland Software
- Consistently demonstrates technical expertise by executing SQL queries to analyze respective data and trends.

**Senior Auditor – Enterprise Functions and Human Resources/Legal**

**May 2017 – September 2019**

*Wells Fargo & Company, Wells Fargo Audit Services - Denver, CO*

- Audited the Corporate Treasury, Human Resources, and Legal function of the Company
- Led and facilitated audit engagements with an average team size of four staff to produce business function recommendations while providing service to business partners and team members' requests
- Executed the planning, design, and testing of internal controls within each audit engagement
- Documented processes, policies, and procedures of audited business functions through independent analyses
- Acted as team's onboarding specialist for new hires through nomination by senior management

**Audit Associate – Finance and Corporate Activities**

**June 2016 – May 2017**

*Wells Fargo & Company, Wells Fargo Audit Services - Charlotte, NC*

- Tested and evaluated the operational effectiveness of internal controls company-wide to ensure regulatory compliance
- Documented findings of the audit in a high-quality manner to be utilized in Enterprise reporting by the company
- Participated in company's Local Diversity Council and Community Outreach Council by volunteering in community events that raise awareness of diversity as well as fundraise money to donate to local charities
- Participated in college recruiting events as well as hiring process to identify potential Audit Associates and Interns for employment in the following year

**Financial Aid Work-Study**

**August 2014 – May 2016**

*Appalachian State University, Office of Financial Aid - Boone, NC*

- Scanned, processed, and updated confidential student documents utilizing Fortis – Docuware and Banner – Ellucian software
- Collaborated and communicated with management and financial aid counselors to problem solve FAFSA inaccuracies in compliance with Federal Title IV and State regulations
- Participated and provided service in various FAFSA events to inform current and prospective students of the financial aid process

**CPA Assistant**

**January 2014 – May 2014**

*Leonard CPA PLLC - Raleigh, NC*

- Prepared and verified tax return information to send out to individual and corporate clients
- Classified and organized client tax information per the company's procedures
- Utilized Microsoft Excel to categorize and classify client expense receipts