**NINO CROSS**

**ROCKTON, ILLINOIS 61072**

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**978-328-0626**

Over 12 years’ working as a Billing and Cost Analyst. Knowledge of economic and accounting principles and practices. Closed successfully long-term open disputes with Ibasis’ providers. Claimed thousands of dollars in billing errors for Fresenius Medical Care by auditing invoices. Found cost savings on unnecessary services and unclaimed disputes. Several years of analyzing financial data, collecting and analyzing data to detect deficient controls, duplicated effort, extravagance, fraud in non-compliance policies. Work smarter, effective and accurate by establishing a working process to perform duties.

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| **PROFESSIONAL EXPERIENCE** | | |
| **IBASIS**. Lexington, Massachusetts 2017 - 2018 | | |
| **Contract Financial Disputes Analyst** (Contract) | | |
| **RESPONSIBILITIES:** | | |
| * Analyzed conflicts of invoices, verified rates, and fees for services provided and received. * Obtained Information and updated datasets for record updates. * Verified accuracy of billing and revised any discrepancies. * Launched supplier dispute resolution process, contacted providers to obtain or relay information and resolve discrepancies in billing records. * Recommended and worked with other operational teams to correct and improve systems functionality enhancements as needed. * Utilized Business Objects to produced reports and built data records files; utilized Excel’s Reporting tools for analysis of data. * Prepared settlement of mediation disputes and reconciled differences with vendors considering the costs and benefits of potential conciliation. * Authorized payments to settle billing disputes. | | |
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| **AGERO**. Medford, Massachusetts 2017 | | |
| **Senior Billing Analyst.** (Temporary) | | |
| Billed more than 1.7 million a month for a dozen clients. Reviewed contracts to ensure invoicing was generated in compliance with appropriate guidelines and policies. Performed multiple database queries (Oracle and Access) to retrieve invoice detail to perform analysis and audit of data. I investigated duplicate claims of services, missing required information, and checked pricing for several claims and services. I processed clients bills on a daily, weekly, bi-weekly, and monthly basis. | | |
| **Responsibilities:** | | |
| * Coordinated timely invoice run and guarantee delivery of invoices to clients. * Identified, analyzed and resolved billing issues. * Assisted with month’s end and the preparation and validation of accruals. * Performed revenue assurance audits of claims and dispatches to ensure maximum billability. * Performed analytical functions to review large sets of customer billing data. * Maintained information updated in the database. * Worked closely with the Accounting team to resolve any revenue issues and monthly financial statements.   **SPATIUM CLINIC**. (REMOTE POSITION) 2016 | | |
| **Project Manager**. (Contractor)  Supervised preparation and submission of government-public tender: “Harrow’s Future in Mind: Children and Young People’s Emotional Health and Wellbeing Service.”   * Drafted and prepared various types of related documents to facilitate compliance with policies and procedures. * Identified, communicated and advised concerning financial, regulatory and business risk with this government contract. * Prepared and implemented policies and procedures designed to facilitate compliance with contractual provisions. | | |
| **FRESENIUS MEDICAL CARE**. Lexington, Massachusetts 2015 - 2016 | | |
| **Billing and Cost Analyst** (Contractor) | | |
| * Found and recorded massive discrepancies in the inventory database during an audit of Tangoe’s inventory management and submitted results to management. * Brought up to date vendors’ accounts receivable, validating unpaid bills and found cost savings disputing canceled services not processed by vendors. * Reduced by 6,800 the number of invoices processed by consolidating them into master accounts with large vendors. | | |
| **PROFIT ENHANCEMENT SERVICES.** Danvers, Massachusetts 2013 – 2014 | | |
| **Service Delivery Analyst.** | | |
| Responsible for service operations and customer support of seven clients; I oversaw their telecom expenses and supervised an order processor team abroad. Negotiated better rates with vendors producing thousands of dollars in cost savings for my clients. This was achieved by comparison analyst of services and charges from multiple providers. Duties: | | |
| * **Invoice Management.** Reviewed all invoices. Researched exceptions (new inventory charges), coded cost centers and GLs from client’s inventory charges, investigated anomalies (unknown charges), and past due balances on invoices and approved of invoices for payment. * **Audit and Assurance Management.** Validated that charges equal contract rates and analyzed invoices for billing errors. Tracked all monthly costs and proposed cost reduction initiatives, for example: canceling zero usage lines, eliminating maintenance service fees, adding thrifty bills lines into contracted rate accounts, etc. Obtained credits from vendors issuing and tracking disputes. * **Inventory Management.** Worked maintaining and updating Tangoe’s inventory database through MACDs. (Move, Add, Change or Deletion of services) * **Contract Management.** Reviewed terms and conditions, pricing and ensured compliance. Documented amendments, filed vendor’s contacts, and kept track of expiration dates and contract renewals. * **Report and Analysis.** Created month end accruals for expenses. Created ad hoc analysis and reports for internal use and for clients. Prepared monthly expenses reports, and presentations for stewardship monthly client’s meetings. | | |
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| **FRESENIUS MEDICAL CARE.** Lexington, Massachusetts 2007- 2013 | | |
| **Billing Analyst.** | | |
| **Personal initiatives and achievements:**   * Negotiated better rates with vendors producing thousands of dollars in cost savings. This was achieved by comparison analyst of services and charges from multiple providers. * Created proposals and implementation plans for Fresenius Medical Care’s policy; worked on special projects such as stipend and reimbursement reports; analysis of employee cell phone eligibility. * Supervised cost savings and monitored charges of all voice and data invoices; thus, Fresenius saved $1.5 million in two years. | | |
| **Responsibilities:** | | |
| * Reviewed and audited invoices. * Made sure invoices were billed accurately for services at contracted rates and proactively addressed all discrepancies in a timely manner; identified unauthorized charges; claimed disputes with vendors as necessary and followed these until resolution. * Maintained information updated in the database, resolved billing inquiries, disputes, and connection issues related to billing. * Confirmed invoices were consistently paid on-time and validated the status of past due balances carried forward on invoices. * Analyzed monthly utility expenses for company divisions to ensure consistency and accuracy in the allocation of charges. Provided local managers with cost of their expenses for budgeting purposes. * Prepared forecasting trends for budgets and monitored internal process compliance, (Sarbanes-Oxley Act) and Fresenius’ policies. | | |
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| **COMPUTER SKILLS** | | |
| Strong computer skills, Proficient with multiple SaaS (Software as a service). Experienced with: | | |
| * **Operating Systems**: Windows, Mac Osx. | | |
| * **Financial Analysis Software**: Oracle Peoplesoft Financials; SAP, Quick Books. | | |
| * **Spreadsheet Software:** Microsoft Excel. (Advanced Level) | | |
| * **Internet Research:** Explorer, Chrome, Safari, Microsoft Edge, Firefox. | | |
| * **Database/Statistics:** Business Objects, Microsoft Access, Tangoe, Goldmine, ZenDesk CRM, Salesforce. | | |
| * **Word Processing Software:** Microsoft Word. | | |
| * **Email:** Microsoft Outlook, Lotus Notes, Gmail, Yahoo Email. | | |
| * **Presentation Software:** Microsoft PowerPoint. | | |
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| **EDUCATION & DEGREE EARNED** | | |
| **CERTIFICATE ASSOCIATE IN PROJECT MANAGEMENT. (CAPM)** | | |
| Boston University. Boston, Massachusetts | | |
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| **ASSOCIATE DEGREE. BUSINESS ADMINISTRATION & ACCOUNTING.** | | |
| Bunker Hill Community College. Boston, Massachusetts | | |
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| **BACHELOR OF ARTS DEGREE IN COMMUNICATIONS AND PUBLIC RELATIONS.** | | |
| Jorge Tadeo Lozano University. Bogotá, Colombia | | |
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| Completed non-credit online courses on Basic Economics, Financial Management, Business Analyst, Effective Negotiation, and Information Technology Essentials at coursera and MIT’s Sloan School. | | |
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| **LANGUAGES** | | |
| Fluent Spanish, knowledge of Portuguese and French | | |
| **KEY SKILLS** | | |
| INVOICE MANAGEMENT | | |
| AUDIT AND ASSURANCE MANAGEMENT | | |
| CONTRACT MANAGEMENT | | |
| REPORT AND ANALYSIS MANAGEMENT | | |
| PROJECT MANAGEMENT | | |
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| **REFERENCES** | | |
| Available upon request | | |