

Donny Judd

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7 Years' Global Experience in Revenue & Billing Operations in the Telecom Sector

*High Volume Billing Operations • Credit & Portfolio Administration • Skip Tracing & Collections
Key Account Relationships • Problem Asset Resolution & Loan Workouts • Risk Assessment • Liability Exposure
Revenue Recognition Life Cycle • Process Standardization • New Technology Rollout
Policy & Procedure Development • Complex Change Management • Performance & Analytic Reporting
GAAP & SOX Requirements • Global Team Management • Cross-Cultural Talent Training
Productivity & Efficiency Enhancements • Gross Margin Optimization • Cost Take-Out Strategies*

- Slashes delinquencies and bad debts and maximizes recovery while maintaining positive tones and account relationships
- Trailblazer of best practices and innovations subsequently adopted across the organization. Strengthens financial operations, boosts client relationship capabilities, and captures up to \$15M (£12M) per annum savings through change technology methods
- Global expertise in Qatar, New Zealand, Australia, and U.K., revolutionizing global billing systems profitably and productively
- Champions cross-geographical and cultural team integration
- Brings transformative change, earning an indelible reputation for delivering innovative business strategies and client-focused solutions that surge margins

PROFESSIONAL EXPERIENCE

VODAFONE QATAR

Doha, Qatar

Specialist, Billing & Payments (2015 to Present)

Supports rapid business growth and expansion by managing billing and payment functions for up to 120K customers and across 300 new rate plans and products

Architects and fine-tunes the strategic technology roadmap for the billing and charging operations to institute mid-term world class capability for customers

Enables seamless introduction of post-paid mobile and fixed services in Qatar by delivering insights and actionable feedback in the development of credit and collections policy. Reinforces standardized operational workflows to ensure efficiencies, quality outcomes, and maximized revenues while maintaining a high performance environment characterized by positive leadership and strong team orientation

- **Drove subscriber retention and enhanced revenue and profitability**, as a focal member of the Executive Steerco in charge of a business transformation initiative, delivering the first-ever converged billing capability in the company's history that effectively handled real-time, multi-play charging through a unified platform while decommissioning two legacy systems
- **Heightened in-store customer experience**, slashing wait times and lowering queue length through the adoption of alternative payment channels including Self Service Machines, now accounting for 50% of payments done in retail outlets
- **Pioneered a personalized bill explainer video** that drastically improved customer experience by creating clarity, eliminating confusion, and shortening time to payment; this initiative was ultimately adopted as a best practice across the entire Vodafone Group
- **Captured the 3% target debt level** for the Enterprise Segment by delivering monthly reports to the CFO and COO on the current debt position that provided a forward-looking monitoring program to facilitate the development of pre-emptive policies and promote financial stability
- **Quarterbacked a technical project** aimed at optimizing data quality, resulting in the amendment of 9M customer

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VODAFONE NEW ZEALAND

Auckland, New Zealand

Corporate Billing Specialist (2013 to 2015)

Played a pivotal role in sustaining positive cash flow position for the Enterprise Group by working towards minimizing delinquent A/R by efficiently managing billing processes, ensuring maximization of systems, and recommending new procedures to improve current workflow

Defined strategic objectives and implemented process redesign, policies, and measurement tools to ensure success, streamline operations, and enhance quality, service, and revenue cycle performance. Served as a customer service leader, resolving internal and external customer issues and A/R discrepancies while adopting a more proactive approach and enhanced communication framework with corporate clientele.

- **Catapulted cost reduction results** by orchestrating the decommissioning of two legacy systems and migrating customers to highly cost-effective solutions, resulting in instant cost savings of circa \$3M
- **Eradicated aged debt** on several key corporate accounts through a close collaboration with the collection team in optimizing debt recovery strategies, developing efficient information and support systems, and devising well-defined techniques for collections of delinquent accounts
- **Instituted a leading edge cloud-based reporting and analytics solution** which is currently being utilized by 90% of Enterprise clients in New Zealand
- **Espoused proactive strategies to quell delinquency** before they happened including implementing preventive actions such as the execution of national roadshows to educate Enterprise customers on product features, collection fees and charges, and billing and reporting capabilities

BT WHOLESALE UK

London, United Kingdom

Billing Operations Specialist (2011 to 2013)

Forged the establishment of robust credit and collections policy to effectively manage billing activities for 450K home phone and broadband retail customers, while assembling a collections team to support the launch of new services

- **Attained cost savings of £12M per annum** by transferring customers to the e-billing platform that reduced the operating cost associated with generating and distributing statements, while simultaneously expediting payment cycle time and cultivating solid customer relationships through the elimination of invoicing errors
- **Contributed to market-share gains** through the conceptualization and rollout of innovative new pricing policy and broadband offerings for Royal Mail customers
- **Overcame language barriers, cultural differences, and time zone offset** in managing a global team of local and offshore resources across five countries, resulting in people survey scores of 67 for Employee Net Promoter Score (ENPS) and 82 for Employee Engagement
- **Mobilized top-tier talent** to create high performing cultures that consistently generated results in volatile markets

EDUCATION & CERTIFICATIONS

FINSIA • GRADUATE DIPLOMA of Applied Finance & Investment

UNITEC • BACHELOR OF BUSINESS STUDIES Major in Marketing