Rosaura Ibarguen

Billing Specialist

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SUMMARY

Billing specialist with 5 years in healthcare and subscription software billing. Manage about 1,100 invoices and claims a month in NetSuite and Kareo, cut the claim denial rate from 11% to 4%, and brought average days sales outstanding from 52 to 38. Calm on the phone with upset customers and careful with every line item.

EXPERIENCE

Billing Specialist — Saguaro Cloud Software

Phoenix, AZ · Feb 2023 – Present

- Run monthly billing for 640 subscription and usage-based accounts in NetSuite, about $3.1M invoiced each month.
- Built a pre-invoice check in Excel comparing usage data with contract terms, cutting billing credits issued for errors by 65%.
- Reduced days sales outstanding from 52 to 38 in 12 months by moving 180 accounts to card autopay and tightening follow-up timing.
- Resolve about 70 billing disputes a month with a 3-day median turnaround, keeping escalations to the finance manager under 5.

Medical Billing Specialist — Desert Ridge Physical Therapy

Mesa, AZ · May 2020 – Jan 2023

- Submitted about 450 insurance claims a month across 6 clinics in Kareo, checking CPT codes and modifiers before release.
- Cut the denial rate from 11% to 4% by fixing eligibility checks at intake and correcting 2 recurring modifier errors.
- Worked the 90-plus-day aging bucket down from $210,000 to $64,000 through appeals and patient payment plans.

SKILLS

Billing systems: NetSuite, Kareo, QuickBooks Online, Stripe Billing

Healthcare billing: CPT, ICD-10, modifiers, EOB and ERA posting, appeals

Analysis: Excel (XLOOKUP, pivot tables), aging reports, reconciliations

Customer work: Dispute resolution, payment plans, phone and email support

CERTIFICATIONS

Certified Professional Biller (CPB), AAPC

EDUCATION

A.A.S. Accounting, Mesa Community College, 2019

Fictional example by FindAJobAI: the person, employers and numbers are invented.