SANDRA KHALIL

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**Nationality:** British **Location:** Broxbourne/Hertfordshire **D.O.B.**: 22.09.1980

I am honest reliable and hardworking; I have 15 years' experience in Transactional Finance and billing. I am highly motivated and work well under pressure. I work well individually and as part of a team.

**EMPLOYMENT HISTORY**

**Corporate billing/ Sales Ledger**

**Careium UK Limited 09/02/22-present**

* Responsible for billing complex monthly corporate customers nationwide (Public Sector, SME’s)
* Ensuring that each customer has been billed accurately prior to month end
* Responsible for monthly reporting to the management accounts team and identifying monthly unbillable exceptions
* Created excel documents for RPI Increases
* Reconciling product billing to ensure accurate billing
* Investigating customer’s queries and resolving them within SLA
* supporting the credit control team in resolving their queries to ensure payments received on time
* Issuing credits and rebills to customers for various reasons within SLA
* Responsible for posting cash from the bank onto credit accounts and allocating accordingly
* Set up a cash report for unallocated cash for the Credit control team
* Monthly reporting

**Sales Ledger**

**Fortuna Healthcare 01/05/21-08/02/22**

* BACS payment and cheque processing
* Ensuring that each customer has been billed accurately prior to month end
* Downloading customers statements, invoices, and credits
* Reconciling product billing to ensure accurate billing
* supporting the credit control team in resolving their queries to ensure payments received on time
* Depositing cash and cheques from various customers
* Chasing overdue accounts and blocking when necessary
* Issuing credits and rebills to customers for various reasons within SLA
* Issuing reconciliation of account
* supporting the credit control team in resolving their queries to ensure payments received on time
* Referring bad debt for legal action
* Responsible for posting cash from the bank onto credit accounts and allocating accordingly
* Set up a cash report for unallocated cash for the Credit control team
* Ad hoc finance related duties
* Monthly reporting

 **Sales Ledger supervisor**

**M Group Services 31/01/22-01/01/21**

* BACS and cheque processing payment processing
* Set up a cash report for unallocated cash for the Credit control team
* Issuing credits and rebills to customers for various reasons within SLA
* Downloading bank statements
* Reconciling product billing to ensure accurate billing
* Supporting the credit control team in resolving their queries to ensure payments received on time
* Downloading invoices and credit notes and emailing them to the customers
* Managing two members of staff ensuring they meet up their deadline for month end
* Chasing customers for payments and blocking their account if no payments received
* Dealing with customers queries
* Ad hoc finance related duties
* Set up a cash report for unallocated cash for the Credit control team
* Reconciling product billing to ensure accurate billing
* Implement month end process
* Monthly reporting

**Sales Ledger and Billing administrator**

**BUPA Home health care, Harlow 01/07/2013-31/01/22**

* Answering incoming calls from patients and hospitals regarding the medications on the received prescriptions
* Processing prescriptions as when they come in from hospitals for a next day delivery
* BACS and cheque processing payment processing
* Phoning patients to confirm delivery times and addresses
* Rectifying any errors
* Implement month end process
* Downloading bank statements
* Downloading invoices and credit notes and emailing them to the customers
* Making sure the received prescriptions meet the legal requirements for dispensing
* General administration roles
* Monthly reporting
* Issuing credits and rebills to customers for various reasons within SLA
* Obtaining payments from private patients via PDA
* Raising invoices and receipts for contracted Hospitals and patients
* Endorsing prescriptions to be sent off for payments

**Customer Services**

 **Everest Home Improvement, Cuffley 01/01/2012-30/06/2013**

* Answering incoming calls to customers wishing to get quotations on their windows, doors and conservatories
* Dealing with brochure requests
* Making appointments with the consultants for a suitable time with customers
* General administration and updating records

**Courier**

**Parcelnet/Hermes, London 01/01/2006-30/12/2012**

* As a self-employed courier, I manage the safe and timely delivery of packages and valuable items ranging from small boxes to large pieces of furniture on behalf of Clients often at very short notice, with strict deadlines and during out of office or irregular hours.
* Applying my comprehensive knowledge of London and surrounding areas to ensure on-time Client delivery and customer satisfaction while at the same time optimising the logistics and routes to minimise time taken and costs.

**Banking Cashier**

**Lloyds TSB. London 20/12/2002-31/12/2006**

* Acting as a first port of call for customers maintaining a professional and friendly manner while dealing with their loan applications, transactions and account enquiries;
* Using a customised computer system, was responsible for many of the bank's day-to-day financial administration while working at the frontline to keep the branch running smoothly;
* Using excellent product knowledge and attention to detail to market and sell financial products and services to customers;
* Dealing with security issues in respect of cash deliveries, staff and customers.

**Customer Services Supervisor**

**Miller Fisher, London 01/02/2000-15/12/2002**

* Managing sales team of 12 ensuring branch meets sales targets while maintaining strict quality and compliance standards;
* Responsible for training entire in sales and product knowledge while effectively responding to queries;
* Organised staffing rota to ensure exceptional customer service and while maintaining optimal staffing levels;
* Promoted to PA for Banking Director and completed duties such as organising diary, arranging meetings, audio typing, giving presentations of bank objectives and sales targets.

**Customer Services, Deli Counter**

**Tesco Stores Ltd., London**

* Using comprehensive food product knowledge to ensure the very highest standards of customer service were delivered and creating an exceptional and personal shopping experience for all customers;
* Ensuring counter was always appropriately stocked and immaculately presented while ensuring the highest levels of hygiene were maintained at all times.

**EDUCATION**

**NVQ Business Studies, PASS Sep 2000**

**G.C.S.E.’s: 5 including Business Studies (A), Maths (B), English (B) Sep 1996**

**INTERESTS AND HOBBIES**

Sports Enjoy swimming and general exercise and keeping fit.

Films/Music Keen interest in movies, particularly comedies and thrillers.

Computing Avid interest in the internet and general IT.

Travelling Passionate about travelling having been to various places around Europe, Asia and the Middle East. Have a particular interest in the Mediterranean.

**TECHNICAL & OTHER SKILLS**

Languages Fluent good knowledge of spoken Arabic

Driving full driving license

Typing skills 35 words per minute

Computing I am very confident in using most computer software, Sage, Microsoft and internet.

**References are available on job offer**