

Melissa Heppler

130 E 350 N
Orem, Ut 84057
(801) 494-1055
asukastwin@gmail.com

EXPERIENCE

Bluehost, Orem, Ut — Billing Development Operations Analyst

April 2013 - March 2015

Assisted in maintaining the billing database. Queried the database to find broken accounts. Resolved one off issues, and worked to prevent issues from escalating. Created preliminary credit card security documentation and procedures. Prioritized between projects for developers, incoming chats and finding and reporting large recurring issues.

Bluehost, Provo, Ut — Billing Trainer

November 2011 - April 2013

Responsible for contacting interested applicants, scheduling and conducting interviews, reviewing resumes. Additionally maintaining a billing knowledge database, training new hires, instilling good habits in trainees and helping them gain confidence to perform their work. I also converted training manual from a binder to electronic system.

Bluehost, Provo, Ut — Billing Level I/II

January 2011 - November 2011

Took calls, chats, and emails from customers to resolve their concerns. At level II, I took escalated chats and calls when they rose above manageable levels.

EDUCATION

Salt Lake Community College, Taylorsville, Ut — General

2003 - 2004

Hunter High School, West Valley City, Ut — High School Diploma

2000 - 2003

SKILLS

Training and Recruiting

- Re-wrote and transferred all training documents to Wiki format
- Prior to creating the digital handbook, I copied/printed all copies of the training manual.
- Managed training classes while learning new technical skills and hiring new employees.
- Assessed and evaluated interviewees for second interview.
- Started and maintained weekly emails to Billing department of new issues and policy changes.

Computer Skills

- Set up and maintained Linux XFCE system.
- Adept SQL Database entry/query
- Built and Maintained WordPress Blog
- Experienced with Microsoft Word and Excel

Organization

- Transferred the Billing Ops Wiki to Confluence.
- Researched the Confluence system to ensure smooth transition.