

PAVLO HAVRYLIUK

SENIOR CUSTOMER SUPPORT & BILLING SPECIALIST

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SUMMARY

Detail-oriented and reliable Specialist with **1 year of experience** managing invoicing, payment processing, and financial documentation. Skilled in handling billing inquiries, validating data accuracy, and resolving discrepancies using internal tools and Zendesk, Solidgate, Excel, and Google Sheets. Maintained organized records, prepared billing reports, and collaborated with finance teams to ensure smooth account reconciliation. **Processed over 15,000 client requests with consistently strong Quality Control results (90–100%)**. Technical background in Applied Mechanics & Robotics with exposure to C++/Python/HTML/TypeScript programming, CAD design (SolidWorks, Fusion 360, FreeCAD), and 3D software (Blender, Cinema 4D, 3ds MAX) + Certification from Google/Coursera.

SKILLS

Customer Support & Billing: Billing & Invoicing • Financial Documentation • Customer Support • CRM • Zendesk • Stripe / Solidgate / SaaS Billing Systems • Process Optimization

Productivity & Collaboration Tools: Microsoft Excel • Google Sheets • MS Office Suite • Slack • AnyDesk • Terminal / CLI • Cursor • BOLT • v0

Technical Tools & Automation: Python (basic) • C++ (basic) • API Integrations • Automation Tools (Zapier / Make – basic) • PowerShell / Bash (support automation)

Digital & Design Tools: Blender • Cinema4D • Unreal Engine 5 • SolidWorks • Fusion 360 • FreeCAD • DaVinci Resolve • 3D Modeling & Visualization • MVP Prototyping • Motion Graphics & Video Editing (• DaVinci Resolve • RIVE)

General Understanding: • Big Data • CI/CD (GitLab) • Advanced Animation & VFX (Nuke, Houdini) • Advanced UX Research / A/B Testing • Security Frameworks

LANGUAGES

• English (Upper-Intermediate - B2) • Ukrainian (Native - C2)

EXPERIENCE

**Simply Contact
Billing Specialist**

January 2025 – Present

Responsibilities:

- Prepared and issued invoices for clients in accordance with contracts and internal standards.
- Validated billing data and ensured accuracy of payment details before processing.
- Monitored accounts receivable, tracked overdue balances, and sent reminders to clients.
- Processed payments and updated client account records in billing systems.
- Handled customer inquiries related to billing, providing clear and timely resolutions.
- Collaborated with finance and support teams to reconcile discrepancies and maintain accurate financial documentation.

Achievements:

- Processed over **15,000 client requests**, maintaining a consistently high **90–100% Quality Control** rate.
- Expanded responsibilities beyond billing by proactively supporting **Tier Specialist tasks**, including handling technical issues.

EDUCATION

Ivano-Frankivsk National Technical University of Oil and Gas
Bachelor of Applied Mechanics and Robotics

September 2022 – June 2026

Focus on 3D CAD, robotics, and engineering with exposure to mechatronics, IoT, and emerging technologies.