TERRYL FORYOUNG

Billing Support Specialist
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PROFESSIONAL SUMMARY

Detail-oriented customer support professional with a Computer Science degree and experience in payroll support, employee data management, and CRM-based case documentation. Skilled at resolving customer inquiries accurately and on time, following structured processes, and flagging recurring issues to improve the customer experience. Comfortable collaborating with Sales, Finance, and Support teams in a fast-paced environment.

EMPLOYMENT HISTORY

TECHNICAL SUPPORT SPECIALIST (TIER 1) May 2025 - Present
Gexel Telecom Montreal, QC (Remote)

- Resolve subscription-based service inquiries from residential customers across phone, chat, and email while following established support processes and meeting response-time targets.
- Document and track every customer interaction in CRM and ticketing systems, keeping case notes accurate and complete for escalation and follow-up.
- Escalate complex cases to specialized internal teams with full documentation, coordinating across departments to reach resolution.
- Analyze recurring cases by tracking ticket data, identify patterns, and recommend workflow changes to supervisors to reduce repeat issues.
- Balance resolution speed with customer satisfaction, communicating clearly with non-technical customers.

ASSISTANT MANAGER, HUMAN RESOURCES Jul 2020 - Jan 2023
Paramount Healthcare Services, Inc. Chelmsford, MA

- Assisted with payroll and managed employee data within the company database, keeping records accurate, organized, and strictly confidential.
- Tracked license renewals, certifications, and expiration dates using structured checklists to ensure nothing lapsed.
- Prepared and verified onboarding paperwork and background checks, and set up employee profiles.
- Compiled and presented HR progress reports to management and collaborated across departments to meet hiring goals and resolve operational issues.
- Worked with developers to test and improve the company mobile app, reporting issues and feedback.

LEAD GENERATION SPECIALIST May 2024 - Aug 2024
411 Directory Assistance Canada Montreal, QC

- Initiated contact with prospects by phone and email, building trust through active listening and clear communication.
- Worked directly with the sales team on clean lead handoffs, improving follow-up efficiency and customer service.

WEB DESIGNER (INTERNSHIP) Jan 2025 - May 2025
BioSam Inc. Montreal, QC (Remote)

- Responded to client requests, tracked issues until resolution, and explained information clearly to non-technical clients.

EDUCATION

BACHELOR OF COMPUTER SCIENCE, Concordia University 2019 - 2025

- Database and analytics project: standardized inconsistent schemas across three raw datasets (11,000+ rows), cleaned and de-duplicated records, and built a Power BI dashboard from the results.

CERTIFICATIONS

Intuit Academy Bookkeeping Professional Certificate (in progress) | Google Digital Marketing & E-commerce | Google UX Design

SKILLS

Billing and Accounts: Payroll support, data accuracy and reconciliation of records, account maintenance, bookkeeping fundamentals
Support: Customer service, case management, SLA-focused response, escalation, incident documentation, process improvement
Tools: CRM and ticketing systems, Microsoft Excel and Word, SQL, Power BI, Python
Languages: English (fluent), French (intermediate)