

[Name](Vaccinated)

[Email] | [Phone Number] | [City, State]

EXPERIENCE

[Organization Name]

Jan 2022 – Apr 2022

Account Coordinator

Remote

- Identified flaw in fraud verification process, specifically dealing with tax documents, now helping develop new solution that verifies the validity of tax documents.
- Diversity, Equity, and Inclusion committee member.

[Organization Name]

Jan 2018 – May 2021

Co-Founder

Remote

- Partnered with a boutique tax firm to develop a data retention process, that allows Federal TPI to save in the cloud, based on NIST guidance, FedRAMP control baseline, and Internal Revenue Services (IRS) guidelines.
- Directed onboarding and customer success for accounting/bookkeeping services clients for small businesses and startups. Managed and analyzed a business portfolio valued at ~\$4.7M.
- Conducted daily accounting services to a portfolio of up to 15 businesses across different industries. Support included summary of financial statements, reporting, budgeting, and cash flow management.
- Prepared client multi-state, 1120s, 1065, and other complex tax returns. Process 300+ returns per tax season.

[Organization Name]

Feb 2013 – Jul 2018

Co-Founder

[City, State]

- [Organization Name], an early stage startup that facilitates weekly strength and conditioning group sessions for 60+ middle school and high school teams, with a focus on women's sports and empowerment. Our teams have won 7 State Titles and 16 2nd/3rd place runner-ups across 3 divisions.
- Launched go-to-market strategy in 3 markets while overseeing \$1.1M operational budget.
- Produced and project management of dozens of single day and multi-day, overnight camps with 1,000+ participants including contract management and negotiation, recruitment, and purchasing.
- Enabled customer success and satisfaction surveys to accounts that resulted in a 89% seasonal retention rate.
- Formed partnerships with stakeholders in high school and collegiate athletic programs for streamlined recruitment.

[Organization Name]

Jan 2003 – Jan 2018

Operations Manager

[City, State]

- Guided multi-unit store operations teams that included human resources (HR), marketing, e-commerce, sales, and accounting functions, reporting directly to and influencing the CEO.
- Optimized workflow tools and led Change Management initiative with cross functional team managers to replace internal systems with cloud-based SaaS technology and APIs, saving \$2.8M over 10 years.
- Grew business revenue from \$3.3M in 2015 to \$4.1M in 2016 by deployment of a new website and web team. Added 15% to e-commerce revenue by integrating Signifyd application for order verification in 2017.
- Created an internal tool that streamlines the shipping/receiving process and provides the A/P team with real-time packing slips for vendors that's no longer with shipments, saving 5+ minutes per each shipment.
- Grew organic social media reach by over 150%.

EDUCATION

[University Name]

May 2017

Bachelor of Business Administration, Entrepreneurship

PROJECTS, APPOINTMENTS, & AWARDS

[Organization Name]

Aug 2010-Present

Founder

[City, State]

- Produced, project managed, and assisted in lifecycle productions, programming, and event planning for retail, corporate, in-person event experiences, and photography shoots.
- Create and adjust financial pro-forma statements for individual event experiences to ensure profitability, including vendor and contract management, sourcing, and procurement.
- Spearheaded end-to-end market product launches and artist promotions with vendors including Adidas, Def Jam Records, Nike, and others that resulted in 100+ sold out SKUs.
- Creator and producer of [Event Name].

Downtown Development Authority

Oct 2015 - Dec 2017

Board Member, Grants Committee Member

[City, State]

- Appointed by Mayor [Name] and unanimously approved by City Council and Downtown Development Authority (DDA) board. The DDA provides funding options including a tax increment financing mechanism, millages, bonds, and contributions from the local unit of government which can be allocated towards public improvements in the downtown district.
- Created a new application process for local businesses to receive grants that increased higher quality applicants and eliminated 100% of incomplete applications.
- Successful engagements with local businesses, community partners, and government agencies that helped increase TIF tax revenue.

Awards

- [Organization Name] [Startup Name]
- [Organization Name] Semi-Finalist for [Startup Name]
- [Organization Name] Market Research Mentor
- [Organization Name] [Startup Name] pivot to [Startup Name]

TECH STACK

- **Technical Skills**
 - Tax, 1040, 1065, 1120, 1120s, 940, 941, Accounting, Budgeting, Process Improvement, Change Management, Agile, Lean, SaaS Software, People Management, Market Research, Data Analysis, Strategy, Project Management, Product Management & Delivery, Service Management & Delivery, E-commerce, CX, Business Development, Event Production, Event Management
- **Computer/Software Skills**
 - Windows, CMD, Microsoft 365, Excel, Excel functions, Pivot, VBA, VLOOKUP, SQL, Google Suite, Quickbooks, LaCerte, Atlassian, Confluence, Jira, Trello, Basecamp, IMS, Shopify, MacOS, Terminal, CRM, Facebook Business Suite, ZenDesk, SaaS Technology