

**Name, phone number email.**

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**Education:**

State School

Bachelor of Science, Accounting

Major GPA 3.63

December 2018

**Professional Experience:**

**Big 4**

Tax internship

01/19– 04/19

- Play a role in core tax practice, participating in select phases of tax compliance engagements; demonstrating creative thinking and individual initiative.
- Contribute to collaborative teamwork, through working effectively as a team member: understanding personal and team roles; proactively seeking guidance, clarification and feedback.
- Utilizing tax software CCH Axcess to complete forms 1040, itemized deductions and 1041, simple and complex trusts, for high net worth individuals.
- Prepare workpapers for select engagements based on prior years work papers.

**Big 4**

Internal Services Internship

06/18 – 07/18

- Interacting and communicating with various levels of business professionals, with an attention toward business-related communications and grammar in both written and oral formats.
- Utilize and leverage creative problem-solving, analytical and organizational skills, as well as prioritizing and handling multiple tasks to assist engagement teams with select projects
- Edit and research for internal publications for sales and marketing partners, and engagement teams.
- Tax and Assurance Immersion, including client and simulation projects

**Waste Management Company**

Internship

07/17 - 06/18

- Responsible for implementation and/or de-implementation of new, renewing, or existing customers for Waste Management
- Operate as the point of contact for escalated/urgent issues; Resolve issues and communicates cross functionally.
- Handle and coordinate multiple projects within allowed timeframe.
- Data entry role and projects utilizing in house system, Acorn – 400 ERS
- Trained and developed two interns, acting senior on projects.

## **Waste Management Company**

Billing Representative

08/18 – 01/19

- Generated monthly billing statements for 8 to 10 national account clients, from input to mailing.
- Compile and analyze the billing activity for waste management and 3<sup>rd</sup> party service providers, reporting significant variance to management.
- Reconciliation of accounts payable transactions daily; resolving outstanding discrepancies within two business days.
- Researched, resolved and updated aging accounts, with focus on 90 to 120 days.

## **Retail**

07/13 – 08/18

Online Sales Supervisor

- Head of online Department, responsible for sales in excess of three million.
- Train and coordinate Omni fulfillments associates, a team consisting of nine associates, twenty during peak season.
- Responsible for implementation of new procedures, processes and equipment.
- Operate as point of contact for urgent/escalated issues
- Responsible for fulfillment of daily online customer orders, within time metrics.

Sales floor Supervisor

- Deliver exceptional, friendly, and professional one on one customer service, Interacting with 100 + Customers daily
- Train and coordinate sales floor associates consisting of thirteen associates
- Consistently maintain sales floor integrity, ensuring smooth flow of store operation.
- Perform POS duties, providing overrides as necessary
- Daily cash handling experience, in excess amounts of a thousand.

## **Volunteer Work:**

### **Volunteer Income Tax Assistance (VITA) program.**

01/18-5/18 & 01/19-05/19

- Provide free tax return services to qualified individuals and families, particularly for low income and the elderly.
- Completion of federal and state forms, standard deduction or itemizing.
- Utilized as a specialized preparer for Spanish speakers.

## **Other Skills, Qualifications, and Awards:**

- Bilingual, Native Spanish Speaker
- Volunteer Income Tax Assistance (VITA) w/IRS certification.
- Skilled in Microsoft Office; Word, Excel, Outlook.
- Skilled in the use of QuickBooks; accounts payable & receivable; bank deposits, book keeping, payroll setup and processing, reconciliations; bank and credit card statements.
- Daily use of Tax software Tax Slayer Pro
- Hard working, detail-orientated, accountable; meets deadlines and strong on follow ups.
- Excellent people skills, with emphasis on team collaboration
- Dean's list State School Spring 2018
- Dean's list Community College Spring 2016; Fall 2016; Spring 2017
- Phi Theta Kappa Honor Society Community College Spring 2016; Fall 2017; Spring 2017