

Taylor A. Johnson
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CAREER OBJECTIVE:

Motivated, hard-working professional seeking a career that utilizes and enhances my experience in finance, analysis, and strong work ethic in order to contribute to successful business operations.

PROFESSIONAL EXPERIENCE:

RSM US LLP, Baltimore, MD

January 2020- Present

Tax Processing Specialist

- Prepare, arrange, and file tax returns for respective tax practice.
- Update and maintain internal databases concerned with client data and filing calendars.
- Administer and manage paperwork and tax returns electronically.
- Provide assistance for file maintenance in electronic medium utilizing retention database from internal documents.
- Process and review packages for income tax returns.
- Provide support to tax processing department for mail facilitation

Bay Properties, Baltimore, MD

April 2019- November 2019

Assistant Property Manager

- Prepared the office budget, collected rent, and sent tenant notices.
- Managed tenant move-in and move-out processes, to include processing paperwork, evaluating applicants, and communicating company policies.
- Coordinated with maintenance to ensure the timely condition of apartment units after move-out.
- Maintained verbal and written communication with tenants and vendors, to include utility companies during tenancies and upon unit turnover.
- Scheduled and conducted tours of advertised vacancies and company property.
- Performed evictions, utility cut-offs, and landlord liens as required on delinquent tenants.
- Processed electronic and paper invoices.

AvalonBay Community, Rockville, MD

June 2018- April 2019

Residential Concierge

- Delivered an exceptional experience to every person, beginning with an unmatched first impression and building rapport with teammates, visitors, and current residents.
- Maintained and upheld a high standard for community curb appeal by conducting routine inspections and working team members to ensure that all areas were maintained to company standards.
- Managed vendor transactions and deliveries, accepting and logging packages, and inspecting move-ins and move-outs.
- Provided leasing assistance, making initial contact with future residents, scheduling appointments, providing keys to clients.
- Maintained accurate key control logs.
- Maintained coffee bars and kept them stocked.
- Acted as a liaison between residents and service team members regarding routine and emergency maintenance requests.
- Provided follow-up on maintenance requests and ensuring close out of tickets.

Towne Park, Washington, D.C.

July 2017- May 2018

Valet Cashier

- Received and processed payments for transient guest parking.
- Completed daily tasks on the shift checklist accurately.
- Liaison for doorman, valet services and housekeeping departments to ensure flawless service for guests.
- Conducted team meetings with shift staff, providing updates on pertinent information.
- Greeted and welcomed all guests, extending a genuine welcome and a gracious goodbye.

CFM Partners, Washington, D.C.

June 2017- February 2018

Marketing Research Intern/ Help Desk Specialist

- Identified and defined objectives for an assigned marketing research project and determine the best methods to meet those objectives.
- Developed practices for collecting and evaluating both quantitative and qualitative consumer behavioral data from internal and external sources.
- Identified needs, buying habits, purchasing preferences, and other factors affecting demand.
- Researched and compiled data related to the current product market, customer demographics and interest.
- Analyzed results to identify ways of maximizing sales and marketing penetration of current products.
- Collected information on competitors' pricing, sales, distribution models and strengths, and methods of marketing.
- Presented data to leadership making recommendations for product positioning.
- Measured the effectiveness of marketing programs.
- Provided support to users in standard Windows desktop applications.
- Provided phone support to users in the areas of e-mail and directories.
- Researched and prioritized tracking databases and customer records.
- Reviewed input of customer information to ascertain the accuracy and completeness of information entered into the tracking system.

EDUCATION

University of Maryland Global Campus, Adelphi, MD

August 2016 – December 2020

Bachelor of Science Degree in Business Administration (*Accounting Minor*)

HONORS AND AWARDS

- The National Society of Leadership and Success Nominee
- Graduates' Assistant for Multicultural Clubs

SKILLS:

- Invoice and Payment Processing
- Microsoft Office
- Microsoft Windows