**Natasha M. Piper**

4012 S.E. 134th Avenue, Portland, OR 97236 ‖ 510-599-3105 ‖ natmpiper@live.com

**WORK STYLE**

* Strong attention to detail.
* Participates in both a team environment and can work independently.
* Dependable, punctual and efficient.
* Flexible to demands of business needs.

**SPECIALIZED KNOWLEDGE and SKILLS**

* Document management
* EEOC Knowledge
* Data entry
* 60 WPM
* 9,000 KPM
* Legal Research
* Employment Tax Law
* Employment Law
* Database maintenance
* Problem-solving
* Payroll Tax (State and Federal)

**EDUCATION**

* BS Human Resources Management, Columbia Southern University, Orange Beach, AL, 2012
* Associate of Applied Science, Paralegal Studies, Everest College, Portland, OR, 2004

**PROFESSIONAL EXPERIENCE**

**Contact Representative**

**November 2011 – Present**

Internal Revenue Service, Oakland, CA

* Apply the employment tax code to assist taxpayers in understanding and meeting their tax responsibilities.
* Secure, analyze and protect sensitive personal and financial information.
* Make determinations and use sound judgment to resolve taxpayer disputes and delinquency issues.
* Develop, analyze and evaluate information involving the research of computerized records by accessing multiple online/database systems.
* Provide technical assistance to individuals and/or businesses primarily through telephone interaction in a dynamic call center environment, and/or face-to-face contact.

**Nutrition and Compliance Support**

**January 2010 – May 2011**

Revolution Foods, Oakland, CA

* Created internal and external facing reports related to menu publishing by market.
* Implemented reformulation documentation changes through various compliance reporting channels.
* Continually met deadlines and worked within established timelines to deliver reports and maintain flexibility as business needs and requests changed.
* When applicable, supported the maintenance of database entries in systems related to menu planning and publishing (Nutrikids, Applecore and ERP).

**Online Customer Service Representative II**

**June 2010 – November 2011**

Wells Fargo, Antioch, CA

* Assisted customers with account maintenance and financial document order requests.
* Researched transactions for customers and offer products that best serve the customer.
* Provided Level 1 technical support related to online banking service.
* Accessed online databases to obtain and submitted case information for technical support.
* Researched financial documents and authorizations via multi-level data platforms.

**Retail Sales Consultant**

**May 2007 – July 2007**

AT&T Mobility, Richmond, CA

* Contacted and visited existing and prospective customers.
* Observed and participated in identifying products/services that could benefit customer's needs.
* Assisted customers with product and service choices
* Sold products and services in accordance with company policies, procedures and culture.
* Partnered with management or experienced peers to build contacts with customers.

**Legal Document Coder**

**July 2005 – January 2007**

Bridge City Legal, Portland, OR

* Created and maintained databases specific to client needs and requirements for legal document production.
* Reconciled documents produced by all parties to litigation to ensure compliance with attorney-client privilege.
* Reviewed, extracted and entered key data from legal documents into searchable databases containing an unlimited number of documents.
* Performed document unitization, maintenance and tracking on incoming and outgoing coding and imaging projects.
* Acted as lead quality control assistant on outgoing document imaging and databases to ensure high quality productions to clients.
* Increased overall productivity by creating document templates and organizational efforts on large volume case production and document reconciliation.

**Legal Receptionist**

**October 2004 - April 2005**

Abbott & Paris, P.C. (formerly Abbott & Prange, P.C.)

* Answered multi-line phone system and routed calls to proper individuals.
* Reviewed legal insurance documents for attorney processing.
* Assisted in filing of small and large claims with state and federal courts.
* Processed incoming and outgoing mail and delivered to correct recipient.
* Composed and transcribed routine correspondence and legal documents from dictation.