**Shemica Alexander**

(469) 254-6306

dayzspring@gmail.com

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**Objective:** Secure a position that will enable me to use my strong communication and organizational skills, management, customer service background and my ability to work excellent with others.

**EXPERIENCE**

**Dayz Spring Tax Service Lancaster, TX 75134**

**Tax Preparer (Seasonal ) February 05, 2004**

Prepares income tax return forms for individuals and small businesses. Reviews financial records, such as prior tax return forms, income statements, and documentation of expenditures to determine forms needed to prepare return. Interviews client to obtain additional information on taxable income and deductible expenses and allowances. Computes taxes owed, using adding machine, completes entries on forms, follows tax form instructions and tax tables. Consults tax law handbooks or bulletins to determine procedure for preparation of atypical returns. Occasionally verifies totals on forms prepared by others to detect errors of arithmetic or procedure. Calculates form preparation fee according to complexity of return and amount of time required to prepare forms.

Responsible for completing setup of incoming loan applications. Bookkeeping and payroll

• Validated appropriate documentation as required by processing options,invoices, inventory and receipts

• Determined and obtained acceptable methods of documentation when needed.

• Sent written requests and made phone calls to customers, attorneys, and realtors.

• Full responsibility for managing processes for ordering payoffs and for subordinations, both internal and external.

• Cleared all conditions strictly following company approval procedures.

• Always met or exceeded established productivity and turnaround metrics

**Fresh Start Drug and Alcohol Testing Duncanville, TX 75116**

**Office Manager January 19, 2017- June 2018**

Working knowledge of 49 CFR part 40. Maintains daily logs of activities performed including all collections and travel information. Hire and train other employees. Data entry ensuring that all paperwork is completed properly by the collector and the donor at the time of the collection. Performs all accounts payable and receivable duties. Collection of drug screens including urine specimen, hair specimen, oral and blood for testing. Customer relations including: answering multi-phone lines, interacting with donors and employers requesting testing, managing collection sites, and donor of the client requesting testing. Responsible for maintaining the cleanliness of company vehicles, work sites, and facilities utilized. Responsible for turning in all receipts, paperwork, and samples to the proper designated areas. Responsible for immediately reporting any incidences that would hinder the ability to successfully complete a collection to the CEO.

• Manage risks escalating issues to management.

• Utilized designated database to provide statistically valid reporting.

• Organized and Prioritized production in a timely manner.

• Sustained a 98% testing accuracy.

• Responsible for handling both inbound and out calls; and correspond via email as well to clients and coworkers, resolve customer complaints.

. **AAFES Dallas, TX 75236**

**Customer Contact Asst October 09, 2014 - November 2016**

Responds to customer inquiries in the customer contact center. Researched and provided immediate response to inquiry related to credit program accounts and online shopping website. Debiting accounts, documenting programs that are apart of a application (OR SYSTEM).resolving complex problems. Answered and multiple phone line using the CISCO system

• Responsible for quality control and sort of incoming documents.

• Validate accuracy and remediation of any errors.

• Prepare daily reports for data accuracy, needed changes, and quality.

• Scanned, tracked and prepped shipment of sensitive files and documents, Content Inventory.

• Send out copy request to the clients. Respond to via emails from the clients.

• Make labels for UPS and FEDEX couriers.

**SKILLS**

Using computer-based technologies to create, store and retrieve information to express ideas and communicate with others including [word processing](http://www.schools.nsw.edu.au/learning/k-6assessments/csa6ictskills.php%20%5C%20wp), [graphics](http://www.schools.nsw.edu.au/learning/k-6assessments/csa6ictskills.php%20%5C%20gr), [multi-media](http://www.schools.nsw.edu.au/learning/k-6assessments/csa6ictskills.php%20%5C%20mm), email, spreadsheets, databases, java, oracle,excel HTML and CSS, Microsoft office, and some medical coding and billing

**EDUCATION**

**Texas Center for Massage Therapy -** Massage Therapist - Graduated 2014

**Concorde Career Institute -** Medical Assistant Program Graduated 2009

**Lincoln High School -**North Dallas High School Diploma-Graduated 1997

**Certifications**

CPR/First Aid, Certified ERO/ IRS Transmitter, Specimen Collector / Instructor , Massage Therapist