
James Aaron Raper

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Summary of Qualifications

- Payroll accounting
- Federal and multi-state tax preparation
- Excel
- Microsoft Office Suite
- Adobe Acrobat, Premiere Pro, and DreamWeaver
- Team supervision and training
- SQL, JAVA, C#, and Web development
- Desktop support
- Software quality assurance

Education

University of Arkansas Little Rock

Pursuing Bachelor of Business Administration, Majoring in Business Information Systems
Expected Graduation Date: May 2023

Arkansas State University-Beebe, Beebe, AR

Associate of Science in Business - May 2021

Associate of Liberal Arts and Sciences - May 2021

Work History

Department of Finance and Administration: Compliance Division - *Tax Investigator*

May 2021 - Present

- Assist small businesses in the completion and filing of proper tax forms
- Track and monitor the progress of payment plan agreements created with taxpayers
- Assist the supervisory team with training new hires
- Collect delinquent taxes
- Generate reports on daily activity and investigation results
- Investigate complaints from the public and locate delinquent taxpayers

Arkansas State University - Beebe - *Federal Work Study*

October 2020 - May 2021

- Provided customer service to prospective and current students
- Coordinated with office staff to support daily business functions
- Generated marketing packets for prospective students
- Scheduled appointments for the LRAFB testing center
- Maintained cleanliness and inventory of facilities

Paladino & Co. Inc., Little Rock, AR - *Software Quality Assurance Analyst*

December 2019 - August 2020

- Coordinated with software development and directors concerning new or previous changes to in-house software
- Tested performance, regression, and data interface
- Provided developer teams with detailed reports on quality metrics, identified bugs/flaws, and recommended fixes

October 2017 - December 2019 - *Processing Specialist III*

- Trained new hires on various state program policies and procedures
- Created workable and repeatable internal reconciliation processes
- Created and analyzed new and current processes to maximize efficiency
- Tracked system and data entry errors for quality assurance
- Reviewed program budgets received from various state agencies and counselors to ensure accuracy and completeness
- Processed payroll and invoices for more than 10,000 employees and vendors
- Processed employer tax payments
- Adjusted and corrected general ledger entries to ensure accuracy

H&R Block, Cabot, AR - *Tax Specialist*

January 2014 - April 2017

- Conducted face-to-face tax interviews with clients
- Completed accurate state and federal tax returns
- Generated business growth, increased client retention, and offered additional products and services
- Provided IRS audit support and advice

United States Postal Service, Hazen & Carlisle, AR - *Rural Relief Carrier Associate*

March 2012 - December 2017

- Furnished customers along rural routes with a variety of mail delivery and collection services
- Prepared a daily trip report and maintained a list of the customers' needs on the route
- Secured mail in compliance with federal standards at all times

Double A PC Service, Hazen, AR - *Self Employed*

August 2008 - March 2012

- Repaired, installed, and maintained desktop computer systems and networks
- Performed network consultation, troubleshooting, repair, and maintenance
- Developed customer business websites using DreamWeaver and WordPress

Military Experience

Arkansas Army National Guard - *Lightweight Vehicle Mechanic*

January 2002 - December 2002; Honorable Discharge

U.S. Navy - *Pump Operator & Aviation Refueler*

June 1998 - March 2000; Honorable Discharge