

Andrew Moore

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859.739.9879

Cincinnati, OH

Passionate, determined, detail oriented professional with eight years of experience in complex tax preparation and tax planning.

Skills

- Customer-centric mindset
 - Strong communication skills
 - Technically proficient in Windows, Linux, and Mac including scripting, automation, and programming.
 - Ability to work and learn independently and always looking for ways to improve.
 - Extremely resilient under stress.
 - Excellent at defusing tense situations and ensuring customer satisfaction.
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Work History

- Jackson Hewitt / **Tax Preparer** / 2019
 - Conducted face to face interviews with clients and helped them understand their tax situation.
 - Prepared federal, state, and local tax returns
 - Offered clients additional products to increase client retention and satisfaction.
- Citimortgage, Inc. / **Bankruptcy Specialist** / 2014 - 2017
 - Monitored a multimillion dollar portfolio of delinquent loans as they progressed through the bankruptcy process.
 - Created complex excel reports to ensure compliance and that all filing deadlines were met, increasing compliance rates from 30% to over 80%.
 - Communicated with attorneys and trustee's offices throughout the country via phone and email.
 - SME for the team.
 - Led project to updating the SOPs, create training documents, and update CBTs
- H&R Block / **Tax Preparer** / 2007 - 2013
 - Prepared federal and state returns for clients in all 50 states and living abroad for the highest volume virtual office in the country.
 - Conducted tax interviews with clients through email and chat.
 - Answered complex tax questions through Ask a Tax Advisor service.
 - Maintained database of client records and documents to ensure compliance and to meet deadlines.
 - IRS audit support.