

## Andrew Moore

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859.739.9879

Cincinnati, OH

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Passionate, determined, detail oriented professional with eight years of experience in complex tax preparation and tax planning looking to transition into a developer role.

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### ***Skills***

- Advanced HTML/CSS3
  - Responsive Design
  - Javascript, React/Redux
  - Strong communication skills.
  - Ability to work and learn independently and always looking for ways to improve.
  - Extremely resilient under stress.
  - Thrive under a fast paced environment and have the ability to juggle multiple projects.
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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.