Nipuni Vidanamadura

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Education

University of Ottawa — Ottawa, ON, Canada
- Bachelor of Science (Hons) in Biomedical Science — *Aug, 2017 – May, 2021*
  Dean's Honours List & Merit Scholarship (2017, 2018); Admission Scholarship (2015)

McMaster University — Hamilton, ON, Canada
- Diploma in Accounting (In Progress) — *May, 2024*
  Completed 2 courses while working full-time at Canada Revenue Agency

Experience

- **Canada Revenue Agency**
  Senior Taxpayer Services Specialist — *Jan, 2025 – Present*
  - Deliver advanced technical support to taxpayers and internal stakeholders across programs including corporate and personal income tax, GST/HST, and payroll, interpreting complex provisions of the Income Tax Act and Excise Tax Act.
  - Mentor and train over 40 new hires on CRA legislation, case management protocols, and service excellence strategies, resulting in accelerated onboarding and increased accuracy in taxpayer interactions.
  - Conduct in-depth reviews of taxpayer accounts and filings to identify discrepancies, interpret compliance risk indicators, and resolve high-complexity cases involving audits, objections, and reassessments.
  - Lead internal improvement projects aimed at streamlining account review procedures and enhancing the use of CRA systems (CIMS, IRM), contributing to a measurable reduction in case resolution times.
  - Participate in internal knowledge-sharing initiatives and case discussion panels to improve consistency in technical interpretations and foster collaborative problem-solving across teams.
  - Support strategic taxpayer outreach by clarifying policy updates, ensuring accurate application of CRA guidance, and promoting voluntary compliance in accordance with agency service standards.
- **Canada Revenue Agency**
  Taxpayer Services Specialist — *Nov, 2021 – Dec, 2024*
  - Provided front-line taxpayer support across diverse CRA programs, including GST/HST, payroll deductions, and personal/corporate income tax, assisting thousands of taxpayers in resolving account and filing issues.
  - Conducted detailed legislative research using CRA policy manuals, technical interpretation bulletins, and the Income Tax Act to provide accurate, compliant, and consistent information to the public.
  - Escalated complex and high-risk cases to appropriate departments including Audit, Appeals, Collections, or Compliance, while ensuring full documentation for internal tracking and resolution.
  - Authored case summaries and knowledge transfer documentation to support internal training, cross-team collaboration, and CRA knowledge base development.
  - Developed a reputation for clarity, empathy, and professionalism in high-volume environments, achieving high customer satisfaction scores and contributing to service standard targets.
  - Supported taxpayer education by explaining tax obligations, filing requirements, and payment options, enhancing voluntary compliance and reducing repeat inquiries.

Projects

- **Tax Policy Briefing & Stakeholder Consultation** — [Project link]
  Wrote a policy brief on a tax expenditure and led a simulated consultation with impacted stakeholders.
- **Regulatory Compliance Breach & Response Plan** — [Project link]
  Responded to a simulated compliance breach by assessing risks and drafting a corrective action plan.
- **Excel-Based Financial Forecasting & Variance Analysis** — [Project link]
  Built a financial model with forecasting, budgeting, and variance analysis using Excel.
- **Corporate Tax Planning & GAAR Analysis** — [Project link]
  Analyzed a complex corporate tax scenario, identifying planning opportunities and GAAR implications.
- **Tax Objection Review & Appeals Decision Writing** — [Project link]
  Reviewed a simulated tax objection and drafted a clear, impartial appeals decision letter.

Skills Summary

- **Tax & Compliance**: Income Tax Act (ITA), Excise Tax Act (ETA), GST/HST legislation, non-compliance identification, and CRA program knowledge
- **Audit & Risk Assessment**: Audit planning, sampling, risk analysis, and CRA compliance review procedures
- **Financial Analysis**: Variance analysis, financial reporting under PSAS, budgeting, and forecasting
- **Policy Research**: Tax law, CRA policies, and legislative research; case law interpretation
- **Client Services**: Outreach, taxpayer education, technical guidance, and stakeholder communication
- **Report Writing**: Drafting audit findings, appeals decisions, and policy briefs with clarity and compliance focus
- **Tools & Software**: Microsoft Excel (advanced modeling), SAP, CRA platforms (CIMS, IRM, Represent a Client), IDEA, ACL
- **Accounting Standards**: Familiarity with IFRS, GAAP, and PSAS for tax and financial reporting