

ALESSANDRA PIMATESTA

OPERATIONS PLANNING ANALYST

PERSONAL BACKGROUND

I am ambitious and highly motivated to learn new things because of my passion for technology, which is everchanging. I am proactive and independent with a growth-oriented mindset and strong work ethic. My experience working remotely for a fintech company has taught me the power of being up to date with the latest software and being curious for more. It has also taught me the importance of keeping things simple when communicating or collaborating complex ideas with stakeholders by using clear, concise language that's easy-to-understand to be truly inclusive to all. My experience in the accounting industry instilled the importance of thinking critically by using my analytical skills by paying attention to all the details so that I can be more efficient and strategic when problem-solving in fast-paced environments involving tight deadlines.

WORK AND EXPERIENCE

Wealthsimple - Live Tax Expert and Tax Customer Service Representative (2022 to May 2023)

- Collaboration with tax team to experiment and fine tune process and procedures of the new Tax Expert service to ensure clients have the best-in-class experience that provides great value
- Reviewing client tax returns and answering their tax questions positively, professionally and empathetically by breaking down and clearly explaining the answers live through booked zoom meetings
- Worked with a diverse group of stakeholders including clients, regulatory bodies, direct team members and other departments in order to ensure accuracy of tax returns and tax compliance in follow up tickets to clients
- Developed a deep appreciation and respect of the systems, processes and people surrounding my role while simultaneously growing my technical fintech knowledge to support my efforts in complicated client tax tickets

Adp Tax Services - Tax Preparer, Bookkeeper and Business Owner (2014 to 2022)

- Preparing and filing business statements, bookkeeping, compliance, personal, corporate, GST/HST tax returns
- Researching complicated tax subject matter through the Income tax act and the Canada Revenue Agency (CRA) resources to ensure the compliance and integrity of materials submitted to the CRA on behalf of clients
- Maintaining trust and honesty with clients by communicating specific tax implications and obligations while preparing over 40 clients' tax returns in a timely and efficient manner
- Taking ownership with a continuous improvement mindset to monitor, implement changes and expand capabilities and daily processes to better serve clients

KPMG LLP - Team Lead and Tax Technician (2013 to 2018)

- Collaborated with tax partner and management to plan, build and troubleshoot issues in workflows and operational process to improve and optimize current business practices including proactively resolving issues
- Led staff to stay productive, efficient and systematic while completing our tasks, including completion of 15,000 tax returns with supporting calculations or bookkeeping as well as addressing and answering clients' requests regarding their tax returns and tax obligations in a deadline driven environment
- Tracked daily and presented weekly the statistics and metrics of work in progress for over 20,000 clients using excel and our client tracking software at staff meetings to analyze the performance of our team
- Suggested, implemented and shipped new changes to the team's metrics, strategies and priorities in order to improve work in progress statistics to ensure completion of contract obligations within promised timeframe

Crowe Soberman LLP - Tax Specialist (2018 to 2019)

- Prepared corporate, trust, personal and GST/HST tax returns along with supporting calculations and/or bookkeeping in a deadline-driven environment
- Collaborated across other teams in the firm (Audit, Tax, Advisory and Valuation) to assist in the reconciliation of development and execution of policies and procedures to ensure tax compliance of corporate clients
- Supported team by communicating to different stakeholders and preparing accompanying compliance forms
- Researched various tax topics for tax preparation role and presented various specific tax topics pertaining to current tax changes and/or popular tax topics to co-workers during monthly meetings
- Represented the firm at Taxprep software seminar to insure team was up to date with software capabilities and limitations and reported my findings to appropriate department

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Vaughan Soccer Club - Customer Service Representative (2005 - 2013)

- Prepared payroll for over 50 contract employees along with the weekly cheque deposit (typically over \$10,000) and corresponding bank reconciliation
- Addressed, examined and resolved clients' concerns timely, politely and empathetically
- Established and kept positive and trusting relationships with customers and community
- Exceptional mathematical and excel skills exercised through semi-annual organization of over 2500 applicants in to specific groups by particular numerical requirements along with precise time constraints

Pluto Dive, Extra Divers and Blue Season Bali - Scuba Diving Instructor (2019 to 2021)

- Answered customers' queries and scheduled guests for diving and other programs
- Ensured paperwork was filled out and client files were complete and updated
- Taught adults and children scuba diving, first aid and environmental courses in and out of water

Divers Den - Scuba Diving Instructor and Customer Service Representative (2020)

- Answered customers' queries and scheduled guests for diving and other programs
- Ensured paperwork was filled out and client files were complete and updated
- Worked with compressors to accurately fill cascade system and scuba tanks
- Welcomed walk in clients and prepared them with equipment for various programs
- Taught adults and children scuba diving, first aid and environmental courses in and out of water

EDUCATION

Centennial College

Software Engineering Technology - Currently in progress
Toronto, Ontario

Humber Business School

Business Administration - Accounting Co-op Diploma with Honors
Toronto, Ontario

York University, Faculty of Arts and Professional Studies

Italian Studies Bachelor Degree
Toronto, Ontario

St. Thomas of Villanova College

High School Diploma (OSSD Completed)
King City, Ontario

PADI, SDI, SSI

Master Scuba Diver and First Aid Instructor
Bali, Indonesia

ACHIEVEMENTS & AFFILIATIONS

- Volunteer Service Award (City of Vaughan)
- Shoreham P.S. Vanier Literacy Partnership Program Certificate (York University)
- Former FCI Club Member (York University)
- Performer in Ital-Theater Production (York University)
- Former Competitive Soccer Player (Vaughan)
- Participated in CN Tower climb for United Way (KPMG)

CONTACT

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References available by request