

Queen Imudia

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EDUCATION

Georgia Tech: Web-Development Bootcamp [Graduation Date: April 2019]

Grow with Google: Front-End Web Dev [Graduation Date: October 2018]

Udacity Online

Web Development Nanodegree: [Graduated October 2017]

Udacity Online.

Associate Degree: Computer Science: [December 2015]

Gwinnett Technical College, Lawrenceville, Georgia.

MBA; Entrepreneur [December, 2008]

Post University, Waterbury, Connecticut.

B.S. in Management [December, 2006]

Post University, Waterbury, Connecticut.

EXPERIENCE

Gwinnett Tax Commissioner [May 2017 – Date] [Tax Service Assistant]

DUTIES

- Created Standard Operational Procedures (SOP) for the county to train their employees using ANCILE uPerform and Microsoft Office
- Use Aumentum Tax Collection Software to research checks and customers information to make sure that the refund checks are sent to the right customers
- Use Quick-Web to research checks and customers information
- Use Quick-key software to check check's quality and make sure that the check number and the amount on the check match the one on file.
- Document check numbers and the date the check was printed on customer's form for future references
- Reallocate and reapply funds from previous Tax Year to another/current year using Aumentum
- Remove interest, penalties, and Stormwater Service fees from customers account using Aumentum
- Calculate credit card payments
- Use Access for data entry

Little Giant [May 2016 – April 2018] [Sales Representative]

DUTIES

- Face to face sales
- Recommend change in products, and services based on the information that I get from our customers

- Resolves customer complaints by answering their questions and showing them how to use the product
- Maintains professional and technical knowledge by attending educational workshops; and watching the company's products demonstration videos on YouTube

SKILLS AND ABILITIES

- IT skills in [HTML, MySQL, CSS, JavaScript, Aumentum, Access, Quick-web, Quick-Key, uPerform, Microsoft word, Excel, PowerPoint and Outlook
- Sales Representative Skills [Customer Service, Meeting Sales Goals, Closing Skills, Negotiation, Self-Confidence, Product Knowledge, Client Relationships, Motivation for Sales]
- Good attention to detail
- Able to work with team or individually
- Very competitive and take challenges as an opportunity to grow
- Self-motivated
- Set goals and meet them within a set deadline
- I enjoy working with people and able to lead in demanding circumstances

Activities

Enjoy sports, sudoku, drawing, movies, family, and nature