Seann Lee

808-306-3355 ● Seattle, WA ● seannlee123@outlook.com

OBJECTIVE: Looking for career opportunities working with data to further strengthen and develop my technical skills to make a positive impact and grow within the company.

EXPERIENCE

Tax Policy Specialist 2   Oct. 2021-Present
Washington State Department of Revenue | Tumwater, WA

- Process data for quarterly business review (QBR) including fiscal and calendar year. At completion this data is to be publicized through the Department of Revenue website (Statistics and Reports).
    - QBR is processed as extracts using SAS, SQL, and Microsoft programs.
    - Review data and resolve issues.
    - Understanding tax implications on data such as reporting and codes.
- Process monthly data extracts to analyze and review. Data is used by the Economic review and forecast council (ERFC).
- Primary data management ensures quality of data for all analysts.
- Completed data and public record requests.
- Utilize structured query reports in the testing environment to perform regression testing that affects data updates through production.
    - Testing includes monthly, QBR data stages, and division's data warehouse.
- Developed process mapping and technical documentations.

Tax Information Specialist   Dec. 2018 - Present
Washington State Department of Revenue | Tumwater, WA

- Providing taxpayer information by educating, interpreting, and providing instructions in Washington State tax laws, rules, and reporting.
- Promote excellent customer service and de-escalating difficult situations with internal and external customers.
- Effective communication with application of qualifying exemptions.
- Data entry with new Atlas software for taxpayer accounts.
- In charge of the newly implemented intake system for declarations of use tax. This includes the first point of contact by managing inboxes, intake of requests, and reporting changes.
- Delivered timely monthly reports for the Management team.
- Maintaining the highest level of confidentiality with tax information.
- Determining eligibility for exemptions or assessment of Use Tax on Motor vehicles, and vessels.
- Issuing declaration of use tax exemptions and requesting confidential tax information (CTIA)
- Develop in-depth knowledge and application of use tax.
- Processed over 200 requests and completed averaging 735 forms issued to customers.
- Learn yellow belt training classes.
- Training power-points and report data visualizations

IT Help Desk Technician   Nov. 2016 - May 2018
Saint Martin's University | Lacey, WA

- Troubleshooting PC computer hardware, software application, and classroom conference equipment.
- Installing hardware such as RAM, OS back-up/imaging, OS installation, HDD, SSD, GPU, CPU/Coolers, and PSU.
- Provide technical customer requests in order to support students, faculty, staff, Abbey members, and visitors with devices such as PC/laptop, printers, internet connection, and software.
- In charge of tracking emails and communication ticket distribution with ServicePRO accounts and calls by Skype.
- Provide excellent customer service through phone and on-site duties.
- Monthly Inventory checklist for shipment and PC deployment.
- Deployed scheduled service requests for tech check-in to ensure it is up to date and accessible.
- Resetting student/faculty/staff passwords and verifying account information.
- Maintaining confidentiality of student/faculty/staff information.
- Organizing tickets with competing deadlines through sorting and evaluation of urgency.
- Researching hardware diagnostics and update fixes.
- Experienced with computer peripherals.
- Able to adapt to technology and software changes.

EDUCATION

Saint Martin's University | **Bachelor of Arts in Business Administration & Management**
Graduate - May 2018
Saint Martin's University | **Master's in Computer Science**
Graduate - May 2021
- Computer languages consist of C#, Java, SQL, Python, and R language.
- Python Django.
- Experience with Visual Studio, VSCode, Github, and MSSQL.
- Worked with large data sets using R to analyze data and implement visualizations.
-

PROJECTS:
Videogame Global Sales Analysis using R
- Identify sales and product patterns within each different region.
- Use linear model and predictive model to find key information to sales and apply data visualization.

Graphics Processing Unit (GPU) Market Sales Analysis using R
- Evaluate key factors affecting GPU sales impacted through cryptocurrency and demand.
- Created multiple data visualizations to display sales trends within appropriate years.

Python Django with VSCODE
- Developed blog post front-end framework using Django.
- Implemented snowflake schema to our models and use query sets to traverse and filter information.
- Applied dynamic URL routing and views to allow data rendering in our templates successfully.

- Designed templates using HTML and CSS.

CERTIFICATION
- **Microsoft Office Specialist Excel 2016 - Issued 04/24/2018 by Microsoft.**

SKILLS

C# | HTML |CSS | Python | R | SQL |SAS| Excel | Outlook | Windows |PowerPoint