**Lam H. Tran**

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**EDUCATION**

**Portland State University**, Portland, OR

Bachelor of Arts in Accounting and Finance

September 2011 – June 2016

Cumulative GPA: 3.18

**EXPERIENCE**

**Volunteer Tax Preparer**

Internal Revenue Service – Volunteer Income Tax Assistance Program

January 2015 – present

* Prepare individual income tax returns for people with low-to-moderate income, seniors, people having limited English proficiency using Taxwise - electronic filing software
* Offer free tax help to people who need assistance in preparing their own tax returns
* Greet people visiting the site, interview taxpayers to determine the type of assistance they need and confirm they have all necessary documents

**Alternative Site Coordinator**

Internal Revenue Service – Volunteer Income Tax Assistance Program

January 2016 – present

* Protect and monitor other volunteers to ensure they are adhering to the Quality Site Requirements and preparing returns within scope of the VITA Program
* Develop and maintain schedules for other volunteers
* Ensure adequate coverage, supplies, and equipment for the tax site
* Maintain a professional, safe, and orderly environment

**SKILLS**

* Proficient in Microsoft Office (Word, Excel, PowerPoint, Access, Visio)
* Familiar with QuickBooks software
* Effective communication and teamwork
* Detailed-oriented and problem solving
* Effective time management
* Bilingual in English and Vietnamese