

Robert Smith

Contact Service Representative

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SUMMARY

Contact Service Representative with 7 years of experience in Researching and analyzing taxpayer's inquiries, to provide the resolution of issue with relevant supporting document request, and also Performing full range of corrections to taxpayers' accounts, that is, adjustment, credit transfer, recomputed penalty and interest, and initiate a refund, etc.

SKILLS

Managing Skills, Problem Solving Skills, Customer Service.

WORK EXPERIENCE

Contact Service Representative

ABC Corporation - March 2016 - 2020

- Provided technical assistance to individuals primarily through telephone via a call center.
- Addressed various issues that require unique solutions, apply the tax code to assist taxpayers in understanding and meeting their tax responsibilities.
- Secured, analyzed, and protected sensitive personal and financial information.
- Developed, analyzed, and evaluated information involving the research of computerized records by accessing multiple online/database systems.
- Committed to providing Americas taxpayer top quality service by helping them understand and comply with applicable tax laws and to protect the public interest by applying the tax law with integrity and fairness to all.
- Assisted taxpayers directly by answering tax law questions using verbal and nonverbal communication skills via phone, understanding their needs, interpreting technical knowledge of tax laws through related research and analysis, and resolving their issues ethically, with honesty, integrity, and respect.
- Responsible for resolving payroll tax liability and compliance issues for business and individual customers.

Contact Service Representative

Delta Corporation - 2000 - 2016

- Respond to client inquiries about payment agreements and resolve issues.
- Provide technical assistance to individuals and/or businesses primarily through telephone interaction in a dynamic call center environment, and/or.
- Address a wide range of issues/problems that require unique solutions, and apply the tax code to assist taxpayers in understanding and meeting.
- Used Secure, analyze and protect sensitive personal and financial information, make determinations, and use sound judgment to resolve taxpayer.
- Develop, analyze, and evaluate information involving the research of computerized records by accessing multiple online database systems.
- Assigned Employee Identification Numbers to taxpayers opening businesses Maintained records in the Integrated Data Retrieval System(IDRS).
- Trained to work primarily with taxpayers through telephone contact to provide authoritative tax law assistance.

EDUCATION

G.E.D