

RALPH SAUCERS

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VACANCY ANNOUNCEMENT # INV – R1123-45
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~ KNOWLEDGE, SKILLS, ABILITY ~

1. Ability to work and deal effectively with individuals and/or group of people.

Throughout my seven years of professional experience in variety of industries, I was able to establish excellent rapport to every colleague and individual that I have encountered. In 2001 to 2002, I worked a tutor and a mentor at the California State University where I was able to develop my skills in identifying student's needs and determining what kind of approach I was going to use to teach them more effectively. I regularly communicated with their parents and updated them about the progress they made in the learning process. Though proper coordination and maintaining relationship with the parents and students, I became an effective mentor and was able to further hone kids' talents and skills as they grew.

Working at IRS in 2003 provided me an exposure into a more complicated and multitasking environment as my duties needed extensive interaction with several departments and clients. I have always enjoyed helping fellow employees, especially when I assisted them with their computer problems that they have encountered – from simply cleaning their mouse to teaching them on how to access their e-mails from a different computer. I was able to share my knowledge to them, thus, enhanced their skills to work effectively. Aside from teaching them technical things, I also provided on-the-job training to those who have not yet learned or needed additional training regarding the IRS procedures, policies, and directives.

As a Computer Assistant, I provided technical support to several departments of IRS. I always participated in the planning and delivery of full range customer support services related to the organization. I also worked as Contact Representative and have assisted taxpayers in their tax obligations. I coordinated with the clients personally or through phone while making the necessary adjustments to their accounts. Patience and problem solving skills made me an effective representative, especially when relating with disgruntled clients. I efficiently answered all their questions regarding tax-related issues and accordingly explained to them the adjustments that the IRS performed.

2. Ability and willingness to accept responsibility and make wise decisions.

Aside from my specific duties in the IRS as a Clerk, I performed several duties beyond my supervisor's expectations. I usually resolved simple informal complaints from employees, which was a manager's responsibility. Like for example, when a certain employee complained regarding the amount of work they received, I comprehensively explained to them the reasons in behalf of the manager. I also verified employees' performance for accuracy and reported the progress by filling out a clerical review sheet. I was also responsible for identifying employees who needs additional training due to lack of knowledge on how to perform their clerical duties.

In my manager's absence, I always took over her responsibility and continued it even if she's already back for proper coordination of projects / assignments while performing other duties that were assigned to me. I also provided on-the-job training to other clerks on how to control carry backs to the wall using IDRS and was assigned to prepare the IDRS coverage report on a weekly basis.

3. Ability to read and interpret written instruction, policies and procedures.

As Contact Representative of the IRS, extensive knowledge of written instruction, policies, and procedures related to tax is a must to be able to clarify and answer taxpayers' inquiries. I had a thorough working knowledge of Accounts Management Operations, including technical requirements important to online adjustments for IMF taxpayer inquiries or Form 1040X. I also had a complete knowledge of the IRM 21, as well as extensive experience in using JEEDA, DI, SERP, and automated tools available to maintain a good audit trail and to readily resolve problems for the customer.

4. Ability to interpret and follow oral instructions.

Being a Clerk of the IRS, I performed a wide range of duties while volunteering for additional assignments. Some of these additional duties were answering calls on the CI line and took reports, filling out a 3949 informant referral form. I have also answered inquiries from the taxpayers regarding tax fraud or basic questions about the IRS, as well as provided direct telephone numbers to an IRS representative to accurately answer more complex queries, which I cannot answer. My supervisor constantly received

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feedback from other unit supervisors who complimented me on my professionalism and for being courteous.

I have also applied my clerical skills when I worked as Contact Representative wherein I coordinated with taxpayers, their representatives, or third party assistors, as necessary, to resolve an account through phone. I have also documented taxpayer contact by phone or in writing, on IDRS, DI, and on cases accessed through CIS showing references used, response provided, and action taken.

5. Ability to write sequenced reports.

I had an extensive knowledge and experience in preparing reports when I served as Clerk of IRS. This helped me to determine how much workload should be given; I have consider the number of employees present in each department. In this way, I was able to designate the projects evenly to meet the deadlines and monitor all movement. Conducting follow-ups were also done to ensure that the work had re-controlled the cases to their unit. I addressed and documented missing batches from other units and tracked the assignments given to the groups on the same day if grabbing or others workload had occurred.

I am a certified Contact Representative who performs exceptionally well at my job. An example of this is when I was on the Think Quality 100% review list for having my work 100 % correct when it was reviewed. Since then my work has been reviewed numerous times and has been 100 % each time.

6. Ability to present ideas orally.

Through my learning experience of giving oral presentation at the University of Phoenix, I was able to teach the class with confidence. I have provided on-the-job training to fellow IRS employees regarding various policies, procedures, and directives when I was a Clerk. I also made sure that I have shared all my ideas to my manager to further improve our department. Assisting my colleagues was my objective, which made them more productive. I identified all the skills needed by each employee and reported them to the manager to take further actions.

As for assisting the clients on their concerns regarding their tax accounts, I always guaranteed that they fully understood the adjustments / changes that our firm had taken. Explaining all errors and answering all their questions personally or by phone have lessen the volume of disgruntled clients.

7. Willingness to develop proficiency in the use of firearms.

I am very willing to learn to use different firearms. It is my passion to explore and try new things to further enhance my potentials, especially if it was a requirement toward my dream career. Finishing Bachelor of Science in Business Information Systems and working at IRS will not just end there. I even joined the Modernization Information Technology Services (MITS) workforce where I was able to work closely with several computer technicians. Through this, I was able to have solid knowledge about computers, how to do upgrades, troubleshooting, and even assembling one. My superiors always noted me as a quick learner who has a lot to contribute to enhance the performance of the organization.

8. Ability to perform special agent duties.

I believe that my Bachelor of Science in Business Information Systems and my broad range of knowledge about computers and IRS give me an edge to be part of investigative duties at the Department of Homeland Security. It is my great interest to become a special agent, specializing in computer crimes, fraud investigations, and other finance-related issues. I already had an experience in doing investigative duties when I worked as Computer Assistant at IRS. I researched, identified, and resolved all ADP hardware and software issues that are related to set-up, data collection, inventory control, and data communication activities. I have identified and located unaccounted computers then investigated and interrogated all the employees involved in that department.