

CHARLES S. ROGERS EA

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4274 E Maplewood Way

Centennial, CO 80121

EDUCATION

- Regis University, Denver, CO Bachelor of Science, Accounting
- IRS Designated Enrolled Agent

TAX EXPERIENCE

- Block Advisors 2022 to 2023
Tax expert advisor answering calls from customers who needed tax advice
Tax returns consisted of Individual and business returns
- 20/20 Tax Resolution 2020 to 2022
Sales opener making outbound calls to prospective clients
who have outstanding liens posted by the IRS and State Dept. of Revenue
- Intuit TurboTax 2019 and 2020 Tax Season
Tax expert advisor answering calls from customers who needed tax advice
Helping clients finish their tax returns
Tax returns consisted of Individual and business returns
- Jackson Hewitt 2018 & 2019 Tax Season
Finished and filed taxes for customers
Tax returns consisted of Individual and business returns

Aurora Financial Services Fall 2017

- IRS Representation for tax return clients in trouble with the IRS.

BC Tax, LLC 2017 Tax Season

- IRS Representation for large base of clients.

Denver Pro Tax 2016 Tax Season

- Data input tax returns to complete as tax prep into Lacerte tax software
- Tax returns consisted of Individual and business returns

Tax Internship

Fraser, Waldrop & Co CPA's Inc 2015 Tax Season

- Complete tax returns consisting of Individual and business returns
- Provide office duties for tax professionals using office protocol
- Filing
- Database work transferred Drake clients into Proseries software

Customer Service Professional 2014 Tax Season

H & R Block Tax Office

- Provide office duties for tax professionals using office protocol

Customer Service Phone Support at IBM 2013 Tax Season

- CCI-Intuit: Worked the 2012 tax season for customer
- support for TurboTax and Apple iPhones

ADDITIONAL EXPERIENCE IN CUSTOMER SERVICE

HCL 2019

- Customer service representative

Invesco/Oppenheimer Funds for Ultimate Staffing 2019

- Customer Service answering calls from customers who need help transitioning Their Oppenheimer Funds web site maneuvering into Invesco website.

United Airlines 2019

- Transportation Agent driving catering truck to load and unload food carts into Airplanes on the United Airlines Ramp

King Soopers 2017 - 2019

- Click list assembling orders to be picked up by customers

SAIC via Aerotek 2016-2017

- Customer Service for Tricare to help military and ex-military get medical aid.

Papa John's Pizza 2015-2018

- Delivery Driver

Customer Service Representative

Peopleshare/Optum/United Healthcare 2015-2016

- Answer incoming customer service calls for Medicare Part D
- Provide billing assistance using a credit card machine

Cashier

Safeway, Englewood, CO 2013 to 2014

Shop Assistant

Zerorez of Denver, Denver, CO 2014

- Provide office duties such as Excel spreadsheet data entry and analysis

Inside Sales

Dish, River point, Littleton, CO
Answer inbound customer service calls to promote sales of Dish Internet 2013

Retail Support

Macy's Department Store, Cherry Creek Mall, Denver, CO 2012 to 2014