

# HILARY LANZER

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· Inform · Inspire · Create Confidence

## EXPERIENCE

TAX SEASON 2021 & 2024

**REMOTE TAX PREPARER**, TURBO TAX, UNITED TEAM TAX, SAM TECHNOLOGIES

DECEMBER 2022 – OCTOBER 2023

**MASTER TAX ANALYST**, BLOCK ADVISORS

Prepared and processed 300+ Tax returns in the season between 2 offices. Conducted 4 cases of Tax Resolution and managed to abate over \$100K in penalties for clients in the off-season.

DECEMBER 2017 – APRIL 2020 & DECEMBER 2022 – APRIL 2023

**SENIOR TAX ANALYST**, H & R BLOCK

Prepared and processed 200+ Tax returns annually. Worked offseason on E & O amendments and extension returns. Maintained HRB standards throughout the tax year.

JANUARY 2018 – DECEMBER 2019

**CUSTOMER SERVICE SPECIALIST & BOOK-KEEPER**, BLOCK ADVISORS

Managed front desk duties and assisted in annual & quarterly Payroll filing duties. Initiated a project of monthly Book-keeping clients to increase office revenues.

## EDUCATION

DECEMBER 2023

**TAX RESOLUTION ACCELERATOR**, AFTPS

SEPTEMBER 2022

**ENROLLED AGENT**, IRS

OCTOBER 2018

**AFTR**, IRS

## SKILLS

- Active PTIN since 2017
- Highly organized & efficient
- Knowledge of Drake, UltraTax, Lacerte & Pro Series
- Proficient in Microsoft & Google suites
- Excel in the Customer Service Experience
- Knowledge of QuickBooks & Xero