

Krystal Cleveland
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PROFILE

- Self-motivated
- Ability to work independently and with a team
- Capability of working in fast-paced environment while successfully meeting deadlines
- Excellent verbal and written communication skills
- Proven proficiency in Microsoft Word, Excel and PowerPoint
- Experience working with Kronos and Great Plains software systems

EDUCATION AND TRAINING

- Center for Work Education and Employment, Denver, CO September 2016 – June 2017
- Employment readiness program
- Ashford University, San Diego, CA June 2014
- Master of Business Administration: Human Resources
- Ashford University, San Diego, CA June 2012
- Bachelor of Science: Health and Human Services

WORK HISTORY

- Tax Preparer**--Thom Hanson & Assoc/Quality Back Office February 2020-June 2022
- Prepared 1040 tax returns
 - Help clients respond to IRS letters
 - Tax Planning
- Tax Specialist**--First Advantage, Indianapolis, IN July 2019 – December 2020
- Prepare and file monthly and quarterly state mileage tax returns
 - File 2290 returns
- Tax Preparer**--ATBS, Lakewood, CO June 2017-June 2019
- Prepared 1040, 1065, 1120 and 1120S tax returns with CCH software
 - Generated quarterly estimated tax payment vouchers
- Seasonal Tax Preparer** – Rapid Tax Refund, Denver, CO December 2007 – May 2017
- Provided exceptional customer service
 - Accurately printed and distributed income tax refund checks
 - Successfully maintained customer confidentiality
 - Supervised and trained staff on company policies and procedures
- Temporary Data Entry Specialist** – Express Employment Professionals, Aurora, CO April 2016 – July 2016
- Accurately entered and processed orders
 - Promptly responded to email
 - Verified shipping of orders
- Accounts Payable Clerk** – Radisson Hotel Denver SE, Aurora, CO October 2003-July 2007
- Payroll and Accounts Payable data entry
 - Sorted and delivered payroll checks to appropriate departments
 - Received and delivered ingoing mail and processed outgoing mail
 - Completed all research for all payroll discrepancies
 - Cash-handling in excess of \$10,000
 - Accurately and confidentially processed new-hire paperwork and maintained employee files for over 200 employees
 - Processed payroll bi-weekly with Kronos and Attendance Professional payroll systems
 - Promptly and courteously answered and transferred telephone calls to the appropriate department
 - Successfully addressed customer and vendor inquiries