

Melissa “Mel” Suggs

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Dynamic professional with managerial skills including team building relationships and coaching individuals to success. Reputation for excellent, high-quality service to clients while creating win/win scenarios.

Skills

- Incredible attention to detail
- Strong organization skills
- Strength in analyzing, researching, and problem solving
- Computer literate
- Reliable and time efficient employee
- Exceptional communication skills
- Sharp, quick learner
- Enthusiastic
- Motivated team leader and player
- Friendly and helpful
- Creative delegator

Experience

AUGUST 2019 DECEMBER 2019

Team Member / PIE Five, Murphy, TX

Took steps to meet customers needs serving fresh, hot pizza with a smile in a timely manner. Communicated clearly and positively with co-workers and management. Assisted management in proper store opening procedures. Cut, chopped and prepared food items. Closely followed standard procedures for safe food preparation, assembly and presentation to ensure customer satisfaction.

SEPTEMBER 2017-OCTOBER 2018

Client Success Manager / Tax Advisors Group, Dallas, TX

Maintained day-to-day company workflow with an efficient turnaround time of 24 hours or less, which included addressing client questions and concerns. Organized setup of new clients and facilitate new client integration calls and associated paperwork. Prepared new client data. Coordinated and managed annual information and data requests for rendition filing season. Presented Texas Property Tax Code evidence concerning property market value evaluations before the appraisal review board. Managed tax accrual process including review and distribution to clients

SEPTEMBER 2016-AUGUST 2017

Business Personal Property Tax Manager / Outsourcing Solutions Group, Plano, TX

Processed high volume compliance portfolios. Secured and audit tax statements, assessment notices, tax bills and renditions. Evaluation of property establishing correct taxable value to ensure accurate amount of property taxes. Voucher and approved tax bills to be paid. Communicated with clients, assessors, and collectors.

FEBRUARY 2011-SEPTEMBER 2016

Customer Service Support Specialist / Collin Central Appraisal District, McKinney, TX

Communicated with taxpayers by telephone or in person to provide information about appraisal values, exemptions, property details, or protests. Researched and process residential homestead and disabled veteran applications. Presented Texas Property Tax Code evidence concerning exemptions before the appraisal review board. Trained other staff members to perform work tasks, such as maintaining a positive relationship with taxpayers.

SEPTEMBER 2010-FEBRUARY 2011

Senior Manager / Halo Financial, Allen, TX

Advised clients or respond to inquiries about financial matters via phone, email, and Web site. Emphasized product features based on analyses of customers' needs and on technical knowledge of product capabilities and limitations. Calculated clients' available monthly income to meet debt obligations. Enrolled clients into debt management plans including spending or budgets to assist clients to meet financial goals. Motivated consultant team to exceed personal and company goals.

Education

1996

High School Diploma / Arlington High School, Arlington, TX

General studies