
Resolution Specialist Resume

Job Objective

To work as a Resolution Specialist for the right company seeking dependable employees. Looking to use my past skills and experience in the specialist field in order to help the company advance.

Highlights of Qualifications:

- Huge experience in the Home Improvement industry
 - Profound knowledge of healthcare practice standards, for both government and commercial plans.
 - In-depth knowledge of State and Federal regulations
 - Extensive knowledge of using Master Tax
 - Strong data entry and research skills
 - Ability to establish priorities effectively
 - Excellent interpersonal, communication and listening skills
 - Proficient with MS Office (Outlook, Word, Excel, Access, PowerPoint, Publisher)
 - Strong negotiation and influencing skills
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Professional Experience:

Resolution Specialist

Heartland Payment Systems, New Port Richey, FL

May 2006 – Present

- Solved notices for monthly, quarterly and annual tax returns that were not remitted on time.
- Maintained deposit frequencies for Fed and State agencies to make sure that tax is paid on time.
- Stayed updated on SUI rates and investigated discrepancies.
- Researched and loaded state codes to MasterTax and PayChoice.
- Solved wage and tax variances.

Resolution Specialist

Apria Healthcare, New Port Richey, FL

March 2003 – April 2006

- Helped outsource vendor regarding account resolution.
 - Collaborated with outsource vendor on issues that needed additional assistance.
 - Administered work queue appropriately.
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Education:

Bachelor's Degree in Accounting

Buena Vista University, Storm Lake, IA

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