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## Resolution Specialist Resume

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### 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.

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### Highlights of Qualifications:

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- 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:

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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:

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Bachelor's Degree in Accounting  
Buena Vista University, Storm Lake, IA

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