



## **SUMMARY OF QUALIFICATIONS**

### ***Highlights***

- ✓ Extensive high-pressure business environment experience including areas of Management, Sales, Marketing, Customer Service, Public Relations and Operations
- ✓ Effective project manager and strategic planner, with ability to forecast future needs
- ✓ Exceptional communication, organizational, interpersonal, problem-solving and analytical skills
- ✓ Experience in making budget recommendations and planning expenses for a fiscal year
- ✓ Detail-oriented professional with excellent time management and multi-tasking skills
- ✓ Experience in project development, coordination, management and implementation
- ✓ Ability to manage/supervise/motivate others and work successfully as part of the team
- ✓ 100% project completion on time while meeting strict timelines and budget constraints
- ✓ Registered tax return preparer with the IRS, participant in AFSP program
- ✓ Licensed Notary Public for the State of Michigan

### ***Tax Planning & Preparation***

- ✓ Several years of experience preparing individual and business income tax returns
- ✓ Proven track record in finding the biggest deductions and minimizing tax liability
- ✓ Extensive research and planning experience on various tax issues, including retirement
- ✓ Involved in both IRS and state tax audits, highly effective in responding to both client and government inquiries, assessments and correspondence

### ***Small Business Accounting***

- ✓ Efficient and accurate in all aspects of small business accounting and bookkeeping
- ✓ Preparation of payroll, sales, use and personal property returns on federal and state level
- ✓ Assistance in selecting appropriate business structure (LLC, Sole Proprietorship, Partnership, Corporation, etc.) and opening/registering/closing a business
- ✓ QuickBooks setup and support; preparation of financial statements

### ***Paralegal & Document Typing Services***

- ✓ Hands on experience in filling out immigration forms such as Citizenship Applications; family relations forms such as divorce papers; estate planning forms such as Powers of Attorney; real estate forms such as Real Estate Leases
- ✓ Effective in serving as a Human Resources department for small business owners by preparing Independent Contractor Agreements, Non-Compete and Non-Disclosure Agreements, etc.
- ✓ Various other typing and paralegal services such as preparing letters, proposals, bids, RFIs, spreadsheets, reports and many other business and personal documents and correspondence

### ***Language Translations & Interpretation Services***

- ✓ Fluent in English, Russian, Ukrainian languages with superb translating and interpreting skills
- ✓ Specialize in translating documents such as College and High School Diplomas, Birth Certificates, Marriage Licenses, Death Certificates, Divorce Certificates and many others
- ✓ Effective and efficient in translating technical documents in various subject matters
- ✓ Provide quality interpreting services to court systems, insurance companies, hospitals and other state and government agencies and businesses, including immigration proceedings

### ***Résumé Writing Services***

- ✓ Proficient in creating professional high-level résumés and cover letters in numerous fields, with expert knowledge of industry trends and what employers look for in a candidate
- ✓ Ability to market strengths, potential and accomplishments in the most compelling way possible
- ✓ Efficient in reviewing existing résumé/cover letter and offering improvement suggestions
- ✓ Helped many clients by boosting their confidence, enhancing their earning potential, improving résumé response rate and getting jobs



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### **Technical Support**

- ✓ 20+ years of experience in technical support industry, supporting various complex environments
- ✓ Extensive hands-on experience with a wide array of network services, protocols, software/hardware
- ✓ Extremely effective in diagnosing network problems in both wired and wireless environments
- ✓ Strong background in planning, designing and implementing networks with respect to availability, scalability, reliability, flexibility and cost while addressing business and functional requirements
- ✓ Superb skills in optimizing performance of workstations and servers and routine maintenance
- ✓ Proficient in procuring and setting up new workstations and servers, within budget and on-time
- ✓ Undeafated in virus and spyware removal, using various industry standard tools

### **Web Site Design**

- ✓ Effective in creating custom and modifying pre-designed web sites with high regard to stylish aesthetics, comprehensive functionality and flow for both individuals and businesses
- ✓ Graphic design expertise in creating custom logos, business cards, brochures, flyers, etc.
- ✓ Proficient in revamping existing sites by re-defining target audience, determining marketing and brand objectives and creating content
- ✓ Skilled in all steps of web management – from selecting and registering a domain name to setting up hosting, managing email accounts, FTP access, etc.
- ✓ Proven track record in designing effective e-Commerce web site solutions

### **EDUCATION**

**Certificate of Paralegal**

*Oakland Community College, Farmington Hills, MI*

**B.S in Management Information Systems**

*Oakland University, Rochester Hills, MI*

**A.S in Business Administration**

*Oakland Community College, Farmington Hills, MI*

### **PROFESSIONAL EXPERIENCE**

*A+ Services, Inc., Bloomfield Twp., MI*

3/2004 – present

#### **OWNER/PRESIDENT**

- As the sole shareholder and owner of a small corporation:
  - ✓ Provide various services to individuals and businesses in tax planning & preparation, small business accounting, paralegal & document typing services, language translations & interpretations, résumé writing services, technical support & website design
  - ✓ Responsible for new business development, creating business proposals, negotiating contracts, billing issues, customer complaints, quality of work, supervising internal staff

*Shulman Clark Associates, Ann Arbor, MI*

7/2004 – 3/2010

#### **SENIOR IT CONSULTANT**

- In this position, effectively performed high-level technical support for a client base of 200+ clients:
  - ✓ Selected, procured, installed and maintained computers and servers, troubleshot network issues, installed software/hardware and resolved all and any issues related to IT operations

*Realcomp II, Ltd., Farmington Hills, MI*

7/2000 – 6/2004

#### **SYSTEM ADMINISTRATOR**

- In this position, provided technical support to internal staff of 40 employees:
  - ✓ Took proactive steps to address current as well as potential future growth issues and needs
  - ✓ Kept the network virus-free, spam-free, backed-up and secure at all times

*TeleCheck Michigan, Inc., Southfield, MI*

9/1997 – 6/2000

#### **NETWORK ADMINISTRATOR/TECHNICAL ANALYST**

- In this position, provided helpdesk support to internal staff of 30 employees:
  - ✓ Installed and troubleshot network components and resolved LAN connectivity problems

### **REFERENCES AVAILABLE UPON REQUEST**