

Chiquita Hope Fields
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Objective

To utilize my communication, problem solving and teamwork skills. I would also like to increase upon the skills that have already been obtained.

Highlight of Qualifications

Excellent communication and customer service skills; superior preparation of individual tax returns; solid problem solving abilities; QuickBooks, Intacct, H&R Block, Outlook 2010, Word, Excel, and PowerPoint 2007; submitting loans to lenders, 1003,GFE, TIL forms and Abacus

Experience

June 2014 to Present

APA Financial Services Chicago, IL Tax Accountant I

- Prepare federal and state income tax returns for individuals, businesses and other organizations
- Research and determine specific payment amounts so the most accurate information is applied to the returns.
- I perform tax audits using Excel
- Training co-workers on how to do individual taxes
- Working for clients offsite
- Gather documentation for clients with IRS issues
- Performed collection calls
- Reconcile credit card accounts
- Enter bills into QuickBooks and Intacct Software
- Pay bills via credit card, ACH or wire
- Send out Expense Reports
- Acquiring Purchase Requests from Department Heads
- Act as an Account Manager over certain accounts
- Approve/Deny personal credit card reimbursements for the company using Abacus

January 2014 to June 2014

APA Financial Services through SNI Companies Chicago, IL Tax Preparer

- Prepare or assist in preparing simple to complex tax returns for individuals or small businesses.
- Help taxpayers by using their federal, state and local codes and see to it that clients receive the maximum benefit permitted under the law of government.
- Uncover potential deductions and credits.
- Review financial records such as income statements and documentation of expenditures.
- Interview clients to get a thorough picture of financial situation.
- Verify totals on past forms for accuracy.
- Resolve customer complaints.
- Prepare tax returns using electronic filing software.

September 2012 to July 2013

Providential Bancorp Chicago, IL Submissions Analyst

- Performed data entry by entering the conditions for a loan that a borrower is currently seeking.

- Send out a weekly report that shows the Turn Times for each lender that the company deals with. The Turn Times means how long it will take for someone's loan to be processed.
- Uploaded title documents into the system and communicate any issues with the loan officers about a borrower's title information
- Do follow-up emails to the loan officer to make sure that they get all of the information that was listed in the conditions.
- Worked in Initial Docs area as well receiving the signed documents that the loan officers would have received from the borrowers
- Reviewed the 1003, GFE, TIL other government disclosures, insurance, credit reports, paystubs, W2s, tax information, purchase contracts along with the credit card form which was required to purchase an appraisal for the borrower. These documents were needed to submit the loans to the lenders to process a particular type of loan such as an FHA, VA or Conventional
- Answered phone calls from clients and lenders who had questions about a loan that had been submitted

April 2010 to September 2011 JPMorgan Chase through Randstad, Chicago, IL Data Entry

- Typed cover letters for various documents
- Coded documents
- Quality Control documents

August 2008 to April 2010 Bank of America through Adecco, Chicago, IL Security Analyst

- Worked in the Information Security Department verifying whether or not LaSalle/RBS/Countrywide employees required access to an application or network domain using Excel and Access

September 2006 to July 2008 LaSalle through Randstad, Chicago, IL Data Entry

- Scanned trade documents into the computer
- Performed data entry

August 2006 to September 2006 ABN AMRO/LaSalle through Randstad, Chicago, IL Project Assistant

- Worked under the direction of the Senior Vice-President and Project Coordinator in the Global Securities and Trust Services department; inventoried, reviewed and validated quality assessments of Risk Assessment Packets (Customer Identification & Verification Forms
- (CIV) and Risk Assessment Forms (RAF) for the Client Acceptance and Anti-Money Laundering Program (CAAML) to ensure that they were in compliance with current laws
- Served as a liaison between Relationship Managers, Compliance Officers and external auditors to acquire all required documentation in accordance with the assessed level of risk. The purpose of the CAAML program is to ensure that financial institutions know their clients thus reduce their risk of money laundering activities.
- Scan and copied files

January 2000 to April 2006 Jackson Hewitt Tax Service, Chicago, IL Tax Preparer/Accounting Assistant

- Prepared individual income taxes using 8879 and 1040 forms
- Processed income tax returns
- Research tax issues which required me to call the public asking for various information such as the correct year of birth and social security number
- Answered the public questions about the tax laws and credits that they could get
- Prepared sales taxes
- Filled out quarterly payroll taxes
- Fraudulent Reporting to IRS when having discovered a W-2 that was in fact a fraud
- Collected money from the public, in particular those tax returns had been put on hold for payment. Income taxes were filed upon receipt of payment.
- Order supplies
- Acted as a receptionist for the public by answering tax questions, letting them know our hours of operation, and when they could be seated with a preparer

Education

January 2000 to December 2005 Roosevelt University Chicago, Illinois

- Bachelor of Science in Business Administration-Accounting

Professional Affiliations or Memberships

- CFE (In Progress)
- Associate Member of Certified Fraud Exam