



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
- ✓ Undefeated 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