

MELISSA A. DIGIORNO

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Tax Professional • Auditor • Accountant

ACCOUNTING MANAGEMENT CANDIDATE

Excellent problem solving techniques. Proficiency in Excel. Efficient auditing. Thorough understanding of IRS tax codes. Thorough educational background. Prioritized, organized. Effective company representative in audits. Proven management and training capabilities. Keep up to date on current tax laws. Willing to relocate.

EDUCATION and TRAINING ~ CMA COMPLETION

Masters of Science in Taxation (MST), Widener University, Chester, PA, Oct 2001, **GPA: 3.75**
Master of Accounting and Information Systems, Virginia Tech, Roanoke, VA, Oct 1994, **GPA: 3.60**
B.S., Business Administration, University of Wisconsin, Platteville, WI (Distance Education), Jun 1993, **GPA: 3.27**
Associate of Science, Accounting, Keiser College, Decatur, GA (Distance Education), Dec 1991, **GPA: 3.75**
Certificate of Completion, C.M.A. Review Course, Becker Conviser, SW Roanoke, VA (Distance Education), Jul 2004
Certificate of Completion, Master Tax Guide 2004, American Continuing Professional Education, Jun 2004

EXPERIENCE

Insurance Industry Audits, Inc. ♦ Portland, OR **Jan 2003—Jul 2003**
Insurance Industry Audits, with 120 employees, served the insurance industry with premiums audits for workers' compensation and general liability policies.

Premium Auditor

Interviewed policyholders, and audited workers' compensation and general liability policies, in the fastest ways possible.

- Met with company representatives. Explained focus of visit and meeting. Requested the proper data to complete the audit. Discussed findings with company representative.
- Entered data into Excel. Upon completion of audit and interview, transmitted spreadsheets to company network for review and processing. Completed audits on return to office.
- Maintained proper classifications of employees and contractors.
- **Audited over 300** workers' compensation and general liability policies with annual payrolls ranging from \$1,000 to \$26 million. Averaged **15 to 25 audits per week**.
- Completed over **90% under the 45-day** requirement.

Vantassium Mutual Insurance Companies Company ♦ Portland, OR **May 1988—Jan 2003**
Vantassium is a leading regional property and casualty company with 600 employees and \$275-395 million in annual revenues. Primary coverage areas include contractors, manufacturing and commercial property, with specialization in workers' compensation coverage.

Inside Premium Auditor, Jul 1998—Jan 2003

Audited workers' compensation and general liability policies in the most efficient ways possible.

- Interviewed policyholder to get additional information; spoke to agents and underwriters about problems with the audit or to request additional information.
- Entered data into Excel spreadsheet and sent to processing department.
- **Audited over 1,000 policies per year** with annual payrolls of \$1,000 to \$2 million dollars.
- Trained new auditors in proper auditing procedures. Trained support staff on proper ways to take messages, pull files and open mail.
- Represented company in court on disputed audits.
- Completed weekly reports to management on workload status.

Premium Auditor Trainee, Oct 1997—Jul 1998

Learned the process of auditing from senior staff. Mastered auditing procedures.

- Completed small audits with premium size under \$5,000 in payroll without senior supervision.
- Interacted with policyholders and company representatives.

Chief Bookkeeper, Accounting Department, Aug 1995—Oct 1997

Completed bank reconciliations.

- Analyzed most efficient methods to complete bank reconciliations. Demonstrated working knowledge of double entry accounting. Maintained a general ledger.
- Closed out cashed checks on the computer system. Performed stop payments.
- Contacted various company departments and bank representatives to follow up on status of checks.
- Mastered small and simple bank reconciliations; advanced to more complex reconciliations to complete.
- Classified specific transactions to corporate accounts.
- Accurately posted entries and calculated balances for reporting in a timely manner.

Chief Clerk, Inactive Records, Nov 1992—Sep 1995

Managed over 3,500 files for human resources and for commercial and private lines of insurance.

Supervisor, Supply Department, May 1988—Nov 1992

Supervised workflow and work priorities. Scheduled and distributed employee assignments.

- Delegated duties to appropriate employees in the department.
- Assisted management in setting standards, quotas and quality controls.
- Prepared performance appraisals, salary actions and attendance records.
- Assisted in hiring, training and orientation of new employees.
- Reported periodically on departmental workload and employee performance.
- Participated in cross training. Helped employees resolve work-related challenges.

ADDITIONAL EXPERIENCE

Adam Maas, Inc. Tax Preparation Service ✧ Portland, OR

Jan 2002—Mar 2002

Adam Maas is a regional and national tax preparation service with 80+ employees.

Tax Preparer

Prepared individual and business tax returns for a fee to customers recruited through direct mail, discounts and other marketing and advertising methods.

- Interviewed clients to gather information needed to complete the return.
- Input data into a computerized software system.
- Discussed with over two hundred clients the current tax laws that applied to their filing status saving them hundreds of dollars.
- Responded to customer inquiries regarding returns and line items, and services provided.
- Determined the most efficient methods to complete returns based on available information and filing status.
- Kept informed regarding current tax laws to achieve maximum possible refunds.

PROFESSIONAL AFFILIATION

Institute of Management Accountants, Portland, OR (membership current)

Excellent References Available Upon Request