

Amanda Simon

Deputy Commissioner II, Revenue Administration

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STRENGTHS

- ✔ **Account Accuracy**
Caught record conflicts before billing activity. A second review often became the step colleagues relied on most.
- 👥 **Taxpayer Service**
Explained balances and forms in plain language. Customers left with clearer next steps, even during difficult account questions.
- 🔍 **Records Research**
Followed discrepancies across MUNIS, Excel, and DMV sources. The trail stayed clear for supervisors and future reviews.
- 💵 **Payment Stewardship**
Handled counter payments with calm attention. Accurate transaction records kept public service moving smoothly.
- 📁 **Office Coordination**
Kept correspondence, reports, and retention files organized. Staff could find supporting documents without repeated searching.

SKILLS

Data entry Customer service

Account research

Payment collection

Tax assessments

Tax relief applications

Records administration

Report preparation

Taxpayer correspondence

Assessment adjustments

Refund requests

Vehicle registration

Personal property

SUMMARY

Revenue administration professional with four years of public sector experience supporting **personal property**, **vehicle registration**, real estate, **state income tax**, tax relief, payments, assessments, and taxpayer service. Maintains accurate tax accounts, enters assessment information, researches discrepancies, processes authorized adjustments, verifies refund requests, and reconciles motor vehicle records with personal property files. Uses MUNIS, Excel, databases, DMV records, and **standard office systems** to support reliable reporting and complete documentation. Provides clear assistance through walk in, telephone, and written channels, helping taxpayers understand account history, forms, balances, and required next steps. Career progression reflects increasing responsibility for research, reporting, records retention, correspondence, and office coordination. Brings steady judgment, organized follow through, and dependable service during routine operations and emergency assignments.

EXPERIENCE

Revenue Services Specialist II, Public Revenue Administration

Harbor Point Revenue Office 📅 July 2024 - Present 📍 Norfolk, VA

Manage personal property and vehicle registration accounts within a public revenue office, supporting assessment accuracy, taxpayer resolution, reporting, and records compliance. Work independently on research, adjustments, refunds, tax relief, and correspondence while coordinating unresolved matters with supervisors.

- Validated MUNIS assessment data for **personal property** accounts, preventing billing errors before adjustment activity proceeded.
- Compared **MUNIS** exception reports with **DMV records**, documenting corrections that kept assessment files traceable.
- Reviewed refund requests and **assessment adjustments**, routing complete documentation through established approval procedures.
- Resolved taxpayer questions through walk in, telephone, and written channels, clarifying account history and required forms.
- Updated **tax relief applications** in MUNIS, verifying eligibility records before finalizing customer account changes.
- Compiled workload reports with **Excel** checks, helping supervisors identify unresolved accounts requiring follow up.

Revenue Account Specialist, Municipal Finance Services

Tidewater Municipal Finance Services 📅 March 2023 - June 2024 📍 Virginia Beach, VA

Maintained resident tax and assessment accounts across vehicle, property, valuation, payment, and tax relief workflows. Supported public counter service, account research, correspondence, document retention, and accurate system updates for municipal finance operations.

- Entered ownership, vehicle, valuation, and payment information into MUNIS with supporting source documents.
- Reconciled **vehicle registration** data with **personal property** records, identifying mismatches before recommending corrections.
- Accepted counter **payments** and prepared transaction records, preserving accuracy and clear explanations for residents.
- Processed tax relief updates after checking eligibility documents and account details against established requirements.
- Drafted assessment letters that summarized **research** findings, missing information, and next steps for taxpayers.
- Organized electronic and paper records under retention schedules, improving retrieval during account reviews.

Administrative Revenue Clerk, Public Office Operations

Peninsula Public Administration Center 📅 October 2022 - February 2023 📍 Hampton, VA

Real estate accounts

Office procedures

LANGUAGES

English Native

Spanish Intermediate

MY CAREER



● Revenue Services Specialist II, Public Revenue Administration at Harbor Point Revenue Office (2.2 Years)

● Revenue Account Specialist, Municipal Finance Services at Tidewater Municipal Finance Services (1.2 Years)

● Administrative Revenue Clerk, Public Office Operations at Peninsula Public Administration Center (4 Months)

Supported local revenue office operations through accurate **data entry**, customer assistance, **payment collection**, document preparation, and account research. Built practical knowledge of assessments, refunds, retention requirements, safe office practices, and public service procedures.

- Entered vehicle and **personal property** information, verifying source documents before saving database changes.
- Answered routine taxpayer questions by locating accounts, explaining forms, and escalating unauthorized decisions.
- Built Excel worksheets for research requests, cross checking identifiers before reports reached reviewers.
- Prepared letters and scanned documents, keeping assessment and refund files orderly for staff review.
- Collected counter payments under established procedures, verifying transaction details before issuing customer documentation.
- Posted research results to account files, supporting complete records for **assessments**, refunds, and follow up.

PROJECTS

Revenue Account Reconciliation 📅 2024

Compared MUNIS, Excel, DMV, and personal property records to document discrepancies, support corrections, and improve confidence in taxpayer account data.

Tax Relief Records Review 📅 2023

Updated tax relief applications and supporting records, checking eligibility details, retention requirements, and account information before final system entry.

LEADERSHIP & AWARDS

- Received Microsoft Office Specialist recognition for Excel proficiency in 2023.
- Trusted with progressively independent responsibility for assessment research, taxpayer resolution, and revenue office reporting.
- Selected to support accurate public counter service, records review, and emergency office assignments.

EDUCATION

Associate of Applied Science in Business Administration

Tidewater Community College 🎓 GPA: 3.5 📅 2022 📍 Virginia Beach, VA

Coursework: *Tax administration, accounting principles, business communications, spreadsheet applications*

CERTIFICATIONS

- Microsoft Office Specialist: Excel Associate 📅 2023
- MUNIS Revenue Administration Training 📅 2024

TECHNICAL SKILLS

- **Revenue Systems:** MUNIS, tax account databases, assessment records
- **Spreadsheet Tools:** Microsoft Excel, formulas, filters
- **Vehicle Records:** DMV records, vehicle registration, motor vehicle reconciliation
- **Property Administration:** Personal property, real estate, property valuation
- **Tax Services:** State income tax support, tax relief, taxpayer forms
- **Payment Operations:** Payment collection, transaction records, refund requests
- **Records Management:** Retention schedules, electronic records, paper files
- **Reporting Tools:** Excel reports, workload reports, research summaries
- **Correspondence Tools:** Assessment letters, taxpayer correspondence, routine documents
- **Office Systems:** Standard office equipment, telephone service, written channels
- **Data Quality:** Data entry, account reconciliation, discrepancy research
- **Presentation Tools:** Microsoft PowerPoint, presentation preparation, executive correspondence

PROFESSIONAL AFFILIATIONS

- Virginia public revenue administration professional network participant.
- Tidewater Community College business administration alumni community member.

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST