

FELECIA G. DIXSON, EA

"ENROLLED TO PRACTICE BEFORE THE INTERNAL REVENUE SERVICE"

P. O. Box 2026 ♦ Rolla, MO 65402
(573) 340-9343 ♦ felecia.dixson@yahoo.com

Senior Tax & IRS Representation Specialist

Dedicated Senior Tax and IRS Representation Specialist with more than 30 years of experience in tax leadership, practice management, process consulting, computer hardware and software administration, staff training, and accounting support. Effective team player with the ability to build rapport with key stakeholders and succeed in high-pressure, challenging and deadline-driven environments. Exceptional written and verbal communicator with strong technical skills and a keen ability to improve productivity and efficiency through a focus on employee engagement, training, and a meticulous work style.

AREAS OF EXPERTISE

Tax Oversight • Practice Management • Team Training & Engagement • Systems Analysis
Complex Tax Preparation • Written & Oral Communications • Thomas Creative Solutions Software Suite
Microsoft Office Suite, Small Business Server • Intuit QuickBooks Accounting
Technology Processes & Procedures • Drake Tax Software

PROFESSIONAL EXPERIENCE

ACCOUNT SERVICES UNLIMITED LLC, Rolla, MO 1983 to Present
Owner

- Promoted to spearhead comprehensive system analysis related to software and hardware installation, as well as maintenance updates.
- Addressed 98% of client IRS and State tax issues, which resulted in achieving a 90% success rate in Basic CP2000 notices, Offer in Compromises (OIC), and Audit Reconsiderations.
- Emphasized client communications regarding all processes and correspondence.
- Responsible for the preparation of returns including 1040, 1040NR, 1065, 1120, 709, 1041, 990, 706, and 5500's.

BQE, INC., Torrance, CA 2003 to Present
National Trainer & Consultant

- Project Management Software training and consulting
- Diligently provided online and on-site training and consulting for QuickBooks and BillQuick Software, a time and billing solution for all project driven professions

ALFERMANN GRAY & CO CPA's LLC, Rolla, MO 9/1998 to 9/2014
Systems Partner, 2000-Present

- Promoted to spearhead comprehensive system analysis related to software and hardware installation, as well as maintenance updates.
- Addressed 98% of client IRS and State tax issues, which resulted in achieving a 90% success rate in Basic CP2000 notices, Offer in Compromises (OIC), and Audit Reconsiderations.
- Emphasized client communications regarding all processes and correspondence.
- Responsible for the preparation of returns including 1040, 1040NR, 1065, 1120, 709, 1041, 990, 706, and 5500's.

ACCOUNTING TECHNOLOGIES, Rolla, MO 9/2011 to 9/2014
System Analyst/Tax Preparer/IT Director

- Effectively provided system analysis for both the IT and Tax departments, while ensuring quality control and an unwavering commitment to customer services.
- Served as the Jackson Hewitt Income Tax Instructor for new and existing employees.

FELECIA G. DIXSON, EA Page 2

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- Served as the internal expert for identifying ways to utilize technology to enhance internal processes and engage employees.
- Responsible for the preparation of Schedule C, D, E, and F tax returns.

ADDITIONAL EXPERIENCE

UNIVERSITY OF ILLINOIS FARM TAX SCHOOL, Champaign, IL
Editor & Writer

1999 to Present

EDUCATION & PROFESSIONAL CERTIFICATIONS

- **Bachelor's in Applied Science in Accounting**, Concordia College & University (2014)
- **Associates in Applied Science in Accounting**, IVYTech, Indianapolis, IN (1985)
- **Enrolled Agent, Internal Revenue Service** (1997 to Present)
- Accredited Tax Advisor, Accreditation Council for Accountancy & Taxation
- Registered Tax Return Preparer, Internal Revenue Service
- Certified Microsoft Office Consultant
- Certified BillQuick National Trainer & Consultant
- Certified QuickBooks ProAdvisor

COMMUNITY LEADERSHIP

- IRSAC Committee Member, Internal Revenue Service Advisory Council - *Tax Administration Consulting to Commissioner of IRS*
- SEEC Committee Chair, Special Enrollment Exam Advisory Council, Office of Professional Responsibility – IRS - *Writer & Editor, Enrolled Agents Exam*
- Education Director, Board of Directors Missouri Chapter, National Association of Tax Professionals – NATP
- Education Director, Board of Directors Indiana Chapter, National Association of Tax Professionals - NATP

PROFESSIONAL AFFILIATIONS

- American Society of Tax Problem Solvers – ASTPS
- National Association of Tax Professionals – NATP
- National Society of Accountants – NSA
- Missouri Society of Certified Public Accountants – MSCP
- Accreditation Council for Accounting and Tax – ACAT
- Missouri Society of Accountants – MSA
- National Association of Enrolled Agents – NAEA
- National Society of Tax Professionals – NSTP
- American Institute of Professional Bookkeepers – AIPB
- The Sleeter Group - SLEETER