

Robert Scureman

Tech-savvy and results-oriented Administrative Assistant with 3+ years of experience in fast-paced environments. Skilled in managing complex schedules, streamlining operations, and delivering exceptional customer service. Proven ability to resolve time-sensitive issues, collaborate effectively, and maintain accurate records.

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EXPERIENCE

TaxSlayer, [REDACTED] — VITA/TCE Support Associate

January 2023 – April 2023, October 2023 – June 2025

- Resolved time-sensitive technical tax filing challenges for clients, achieving an average resolution time of under 10 minutes.
- Provided prompt and efficient support to multiple client inquiries via phone, chat, and email.
- Utilized Microsoft Teams to collaborate with team members and address client concerns.
- Developed and maintained comprehensive knowledge base articles within the VITA/TCE ZenDesk platform to support user education.
- Created and maintained training materials for VITA/TCE Support employees.
- Navigated proprietary software systems (Synergy, PureCloud, Five9) to access client information and solve tax filing issues.
- De-escalated and resolved complex client interactions, fostering positive relationships and ensuring successful tax filing experiences.

St Mary on the Hill School, [REDACTED] — Substitute Teacher

August 2012 – January 2023

- Collaborated with full-time teachers to create a positive and engaging learning environment for students.
- Implemented effective classroom management strategies to provide a structured learning environment.
- Organized and managed student educational plans and schedules, ensuring student progress.
- Successfully mediated and concluded student conflicts, promoting a positive and respectful learning environment.
- Supervised and mentored groups of 13+ students, fostering effective classroom management.

Georgia Regents University, [REDACTED] — Information Technology Staff

September 2009 - February 2011

- Managed a 15+ line phone system, ensuring efficient communication and call routing.
- Provided technical support and troubleshooting for various operating systems and programs, addressing user needs effectively.
- Resolved password and system issues for multiple users, maintaining system security and functionality.
- Maintained software systems for the university, ensuring smooth operation and data integrity.
- Prioritized and fulfilled end-user requests utilizing a proprietary ticketing system.

SKILLS

- Technical Skills:** Microsoft Office Suite (Word, Excel, PowerPoint), Synergy, PureCloud, Five9, ZenDesk
- Communication:** Excellent written and verbal communication skills; active listening
- Organization:** Strong organizational and time management skills; ability to prioritize tasks and meet deadlines
- Problem-Solving:** Skilled in resolving complex issues independently and collaboratively
- Customer Service:** Dedicated to providing exceptional customer service with a positive and professional attitude

AWARDS

- Member of Phi Theta Kappa International Honors Society

CERTIFICATIONS

- CompTIA A+ Certification** (August 2023)
- Currently working to acquire the **CompTIA Security+ Certification**
- IRS Public Trust Security Clearance**

EDUCATION

- Augusta State University**, Augusta, GA – B.A. English (Creative Writing); Minor in Communications