ERICA ERVIN

Pensacola, FL | (850) 754-0311 | ek.ervin@llstax.com

Professional Summary

Results-oriented Analyst skillful in managing and breaking down large volumes of information. Proactive at heading off issues in operations, workflow, and production by uncovering trends affecting business success.

Skills

- Financial statements expertise
- Information gathering
- Account Reconciliation

- Analytical and Critical Thinking
- Statistical analysis

Work History

Senior Arbitrage Analyst   Mar 2018 - Current

LLS Tax Solutions, Inc.   Pensacola, FL

- Validated results and performed quality assurance to assess accuracy of data.
- Analyzed program data to provide input for key decision making and strategic planning.
- Gathered, organized, and input information into digital database.
- Generated reports detailing findings and recommendations.
- Documented procedures and business processes and shared information with appropriate stakeholders.
- Input financial data and produce reports using excel.
- Mitigated impacts on financial accounting and business operations by working proactively to identify and resolve strategic concerns.
- Contacted customers to immediately find resolutions for escalated issues.
- Applied proper codes to invoices, files and receipts to keep records organized and easily searchable.
- Maintained up-to-date knowledge of tax codes, legislation, and tax programs.
- Resolved financial and tax issues and maximized customer satisfaction scores.
- Tracked funds, prepared deposits and reconciled accounts.
- Calculated payroll deductions by accurately using QuickBooks and processed payroll to meet preset requirements.
- Collaborated with accounting manager to comply with governing bodies and limit regulatory risks.

- Used Microsoft Word and other software tools to create documents and other communications.
- Collected data and developed detailed spreadsheets to identify trends and create revenue, profitability and expense forecasts.
- Accurately handled data entry for over 30 clients into company-based software.

Data Entry Clerk   Jan 2013 - Mar 2015
LLS Tax Solutions Inc.   Pensacola, FL

- Gathered data from multiple sources and programs.
- Managed documents by organizing forms, making photocopies, filing records, preparing correspondence and creating reports.
- Scanned documents and saved in database to keep records of essential organizational information.
- Entered numerical data into databases with speed and accuracy using 10-key pad.
- Obtained scanned records and uploaded into database.
- Applied data entry knowledge skills to resolve indecipherable or garbled messages.
- Reviewed completed work for compliance with regulations.
- Evaluated source documents to locate information needed for each data entry field.
- Identified data entry errors and reported to necessary departments.
- Verified accuracy of data before transcribing.

Education

Bachelor of Science: Accounting   July 2023
Liberty University   Lynchburg, VA

Associate of Arts: Business   May 2019
Pensacola State College   Pensacola, FL

Affiliations

Member of the Florida Government Finance Officers Association (FGFOA), and Council of Development Finance Agencies (CDFA).