

## **Marlene Hansard**

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### **Supervision ~ Social & Human Services ~ Tax Preparation ~ Child Care**

*Adaptable and quick to pick up new skills  
Smart worker and detail oriented  
Extensive customer service background  
Knowledgeable of Business office technology  
Excellent communication and presentation skills*

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### **PROFESSIONAL EXPERIENCE AND ACCOMPLISHMENTS**

#### **Accounting and tax preparation**

- Prepared complicated current and past tax returns for at least 30 clients per day
- Tax Preparation trainer for new employee and maintained client files
- Trouble shoot customer complaints and concerns to ensure accuracy of tax refund

#### **Social/Human Services**

- Advise clients regarding food stamps, child care, food, and money management
- Consult with supervisor concerning programs for individual families.
- Visit individuals in homes or attend group meetings to provide information on agency services, requirements, or procedures.

#### **Child Care**

- Implemented and followed the standardized curriculum utilized to meet learning objectives
  - Maintained open communication and daily balance for center customers
  - Responsible for accounts payable and bookkeeping for over thirty center customers
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### **EMPLOYMENT HISTORY**

*Program Coordinator*, Urban Strategies, Inc, Columbus, Ohio (June 2023 – Present)

*Recreational Aide*, City of Columbus, Columbus, Ohio (March 2021 – Present)

*Case Manager* National Center for Urban Solutions, Columbus, Ohio (August 2009-January 2018)

*Employment plus Apprenticeship*, IMPACT Community Action, Columbus, Ohio (July, 2010 – September 2010)

*Advanced Level II Tax Preparer*, Liberty Tax, Columbus, Ohio (December, 2007 – April, 2010)

*Bookkeeper*, Creative Kidz Enrichment Center, Columbus, Ohio (January, 2006 – January, 2009)

*Property Manager*, Atlantic Investment Corporation of America, Columbus, Ohio (February, 2003 – May, 2005)

*Tax Preparer*, Jackson Hewitt, Columbus, Ohio (December, 2001- October, 2005)

*Professional Childcare Provider*, Lil Marty's Playhouse Inc., Columbus, Ohio (June 1998 – May 2005)

### **EDUCATION**

Diploma, Columbus, Ohio

Technology Education College, Columbus, Ohio

Columbus State Community College, Columbus, Ohio

National Center for Urban Solutions, Columbus, Ohio

National Work Readiness Credential