

Felecia G Dixon
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Profile

- More than 25 years' successful experience in customer service and support with recognized strengths in Accounting, Tax and Computer Software and Hardware, problem-solving and trouble-shooting, staff support, and planning/implementing proactive procedures and systems to avert potential problems avoid problems in the first place.
 - Possess solid computer skills.
 - Excellent working knowledge using both Office Professional 2003 as well as 2007, Microsoft Small Business Accounting, Small Business Server, Thomas Creative Solutions Suite of Software and other Accounting Software's
 - Excellences in the ability to train, motivate, and resolve issues for both clients and staff.
 - A team player.
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Employment

Alfermann Gray & Co CPA's LLC ***1998 - Present***
Partner

- Associate in the Tax, Accounting and IT department
- Network Administrator of 3 servers including 1 SBS Server and an Exchange Se
- Became partner in 2000.
- Quickly and effectively solve customer challenges.
- Maintain quality control/satisfaction records, constantly seeking new ways to improve customer service.

Accounting Technologies Inc. ***1998 - Present***
Owner

- Tax and Computer software consulting

BQE, Inc. ***2003 - Present***
Online and onsite National Trainer and Consultant

- Training and Consulting for BillQuick Soft a time and billing solution for Microsoft Small Business Accounting as will as QuickBooks, may also be used as a stand alone solution.

Account Services Unlimited Inc. ***1983 - 1998***
Owner

- Full services Tax, Accounting and Computer software consulting
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Training Seminars:

I am currently teaching seminars for the following organization working with business owners and local influencers to just name a few:

Local Chamber of Commerce's

Mo Society of Accountants

Midwest MAP Conference "Managing an Accounting Practice"

Creative Solutions Sales Force

Creative Solutions - Customers

Local Internal Revenue Service – Practioner Groups
National Internal Revenue Service – Practioner Groups
Microsoft – Office Accounting and Visa and Office 2007
Intuit – QuickBooks
Sage Software – Business Works
BQE – “BillQuick” Software
And many others.

All of the seminars revolve around the following objectives
Using Technology to maximize your profits
How to read a financial statement
Working with your customer to increase your bottom line
Tax Issues
Software

Education	<i>Indiana University, Indianapolis, IN</i> BS in Accounting	1985
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Additional Professional Activities

<i>University of Illinois Farm Tax School –</i> Editor and Writer of new teaching material		1999 – Present
<i>Internal Revenue Services Advisory Council “IRSAC” Member, Washington.</i> Tax Administration Consulting to the Commissioner of the IRS.		2002 – 2004
<i>Special Enrollment Exam Advisory Council “SEEAC” Committee Chair</i> Internal Revenue Service Office of Professional Responsibility Washington, DC Writing and Editing of the Enrolled Agents Exam		1999 – 2003
<i>National Association of Tax Professionals – Board of Directors Missouri Chapter</i> Educational Director		1999 – 2000
<i>National Association of Tax Professionals – Board of Directors Indiana Chapter</i> Educational Director		1996 – 1998
<i>Technical & Training Coordinator for the Accounting Software</i> International Moose Lodges across the US		1998 - 1999

Professional Credentials

Enrolled Agent
Certified Microsoft Office Accounting Consultant
Certified BillQuick National Trainer and Consultant
Accredited Tax Advisor
Certified QuickBooks ProAdvisor
Series 63
Live Insurance License

Memberships

<i>NATP</i>	<i>National Association of Tax Professionals</i>
<i>NSA</i>	<i>National Society of Accountants</i>
<i>MSCPA</i>	<i>Missouri Society of Certified Public Accountants</i>
<i>ACAT</i>	<i>Accreditation Council for Accounting and Tax</i>
<i>MSA</i>	<i>Missouri Society of Accountants</i>

References

<i>Paul Mamo – ETA – IRS Executive</i>	<i>202.283.0315</i>
<i>William Holmes – Director, Collection Planning and Analysis</i>	<i>202.282.7654</i>
<i>Larry Orozco – Area Manager – IRS CL&D – Stakeholder Liaison Field</i>	<i>913-789-1105</i>
<i>Ken Bishop – NASBA PCS President, CPAES/NCD Director</i>	<i>615-880-4200</i>
