

Kimberly Johnson

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EXPERIENCE

Department of the Treasury , Baltimore, MD— *Contact Representative III*

November 2017- July 2022

Assist taxpayers with tax questions and specific account issues via phone

Explain complex tax laws in simplistic terms to ensure taxpayers understand and know how to comply with tax requirements and regulations

Provide payment options to taxpayers with balances owed or quarterly payments

Effectively managed high-pressure situations with upset taxpayers by demonstrating empathy and providing clear solutions/alternatives, leading to positive outcomes

State of Maryland , Baltimore, MD— *Family Investment Specialist II*

July 2005- December 2015

Determine customer eligibility for government funded programs including SNAP (food stamps); Medical Assistance; Child Care, Temporary Cash Assistance; and General Assistance

Assist families with crisis management and advocate to community organizations to aid in need families

Assist in finding temporary and permanent housing for displaced individuals and families

Interview individuals and families to compile information on social, educational, criminal, institutional and economic background to determine eligibility for government and community services.

Compile, submit and review customer data reports and unit reports.

Train new hires on operational and system processes and procedures.

SKILLS

Microsoft Word, Excel,
PowerPoint
Data collection
Customer Service
Problem Solving
Crisis
Management/Prevention

EDUCATION

Western Senior High School, Baltimore, MD— *High School Diploma*

September 1993- June 1997

Honors College Preparatory Program