

CHERIE THOMSON

📍 Austin, Texas, United States
📞 +15419995078
@ cheriethomsonsells@gmail.com

SUMMARY

Detail-oriented and customer-focused professional with over 20 years of experience in tax preparation, real estate, property management, administration, and customer service. Skilled in tax return preparation, client intake, appointment scheduling, financial record management, and regulatory compliance. Proven ability to build strong client relationships, maintain confidentiality, and provide exceptional service in fast-paced environments. Recognized for accuracy, professionalism, and exceeding performance goals.

WORK EXPERIENCE

January 2025-April 2026

Receptionist / Tax Preparer

🏢 H&R Block
📍 United States

- Completed H&R Block Academy training, gaining knowledge of federal and state tax laws, tax return preparation, and client service procedures. PTIN Number with IRS
- Assisted with Preparing individual tax returns accurately and efficiently while maintaining strict confidentiality standards.
- Conducted client intake interviews and gathered required tax documentation, including W-2s, 1099s, and supporting records.
- Scheduled and coordinated tax preparation appointments for multiple tax professionals.
- Managed front desk operations, answered high-volume phone calls, and responded to client inquiries.
- Maintained client records and ensured compliance with company policies and IRS guidelines.
- Processed payments and balanced daily transactions.
- Provided exceptional customer service throughout the tax preparation process.

June 2020-January 2025

Real Estate Broker / Manager

🏢 ICON Real Estate Group
📍 United States

- Managed residential, commercial, rural, and investment property transactions.
- Scheduled appointments, property showings, inspections, and client consultations.
- Generated business through networking, referrals, cold calling, and marketing campaigns.
- Negotiated contracts and maintained compliance with Oregon real estate regulations.
- Oversaw leasing operations and tenant relations for a large portfolio of properties.

- Managed confidential client financial and transaction records.

January 2015-June 2020

Real Estate Broker

🏠 Windermere Real Estate

📍 United States

- Assisted buyers and sellers throughout the real estate transaction process.
- Scheduled client consultations, showings, inspections, and closing appointments.
- Prepared contracts and disclosures while ensuring regulatory compliance.
- Built strong client relationships resulting in repeat and referral business.
- Specialized in residential, multi-family, and commercial property transactions.
- Key Achievements
- Top Producer with annual sales volume exceeding \$20 million.
- Successfully managed leasing and property operations for more than 650 units.
- Recognized for outstanding customer service and client satisfaction.
- Maintained high standards of accuracy and confidentiality in tax preparation and financial transactions.

SKILLS

Tax Returns Calendar Management Customer Relations Customer Support/Service Accounts Payable
 Accounts Receivable Reconciliation Data Entry Microsoft Office Microsoft Word Microsoft Excel
 Microsoft PowerPoint Microsoft Outlook Database Administration
 Customer Relationship Management (CRM) Systems Property Management Regulatory Compliance
 Problem Solving Skills Telephone Skills Tax Software Appointment Scheduling Software Campaigns
 Corporate Policies State Tax Documentation Tax Accounting Tax Regulations Record Keeping
 Plan Meetings Operations Management Interviewing Skills State Laws and Regulations
 Federal Laws and Regulations Maintain Compliance Call Volume Real Estate Brokerage
 Contract Negotiation Cold Calling Skills Regulations Marketing Campaign Financial Transactions
 Sales Management Home Inspections Financial Management Sales Customer Satisfaction
 Contract Creation Property Maintenance Transaction Processing/Management Commercial Real Estate
 Real Estate Sales Detail Oriented Exceeded Sales Goal Property Tax Leasing

CERTIFICATIONS

Licensed Oregon Real Estate Broker

Real Estate Graduate Certification

