

Denise E. Harris

CUSTOMER SERVICE REPRESENTATIVE

Atlanta, Georgia | 678-650-5332 | edharris6983@yahoo.com

Objective

To embark upon a more meaningful and challenging opportunity to aid and assist the public in all emergency situations.

Experience

Internal Revenue Service | Customer Service Representative | 2022 – Present

- Interprets and applies applicable portions of basic tax law and regulations, and basic collection techniques and enforcement actions, to advise, inform, assess, and collect taxes, and associated liabilities.
- Researches and analyzes all available information applicable to specific and well-defined collection issues and takes corrective actions needed to close accounts. Explains actions taken. Contacts taxpayers and/or their representatives in response to IRS contacts regarding a limited number of delinquent situations. Provides explanations to specific inquiries initiated by individuals, generated by notices, or internally generated assignments.
- Advises taxpayers of the enforcement actions that may be taken if they fail to meet commitments to file return and/or pay tax liabilities and encourages voluntary compliance with tax laws.

Marriott International | Culinary Chef/Pastry | 2014 - 2020

- **Cultivated specialty savory recipes**
- **Created specialty desserts for banquets & private events**
- Created Ultimate Experience for guests with Omelet Station

Education

Georgia State University, BS Criminal Justice | 2025

Major: Criminal Justice & Crime

Art Institute of Atlanta, AA Culinary Arts | 2012

Major: Concentration Baking & Pastry

Florida State College at Jacksonville, Florida, AAS Culinary Arts | 2006-2007

Major: Culinary Arts Management

Florida State College at Jacksonville, Florida, AAS Legal Assisting | 2001-2004

Major: Legal Assisting

License & Certificates

Fema Emergency Management Institute | May 2024

Cert. No. IS – 907: Active Shooter: What Can You Do

Fema Emergency Management Institute | May 2024

Cert. No. IS – 906: Workplace Security Awareness

Fema Emergency Management Institute | January 2024

Cert. No. IS – 100: Introduction to Incident Command System

GA Department of Agriculture Cottage Food Operator | Expiration Dec. 2024

Food Safety Division

Registry No.: 4789112