



# Mila Aguirre

## Manager, Project and Program Management

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### STRENGTHS

- Effective Communicator**  
Cultivated a reputation for clear communication, facilitating discussions between stakeholders and teams leading to enhanced cooperation.
- Collaborative Leader**  
Encouraged partnership within teams by valuing input from diverse viewpoints, yielding innovative solutions.
- Enthusiastic Trainer**  
Passionately developed trainings fostering not just knowledge transfer but confidence among participants.
- Creative Problem Solver**  
Addressed challenges methodically, using analytical skills to identify paths forward amid complicated scenarios.
- Detail-Oriented Planner**  
Instituted meticulous planning strategies that ensured processes adhered to key timelines and met required standards.

### SKILLS

- Project Management
- Tax Process Analysis
- Microsoft Office Suite
- Presentation Development
- Stakeholder Communication
- User Testing
- Cross-Functional Collaboration
- Process Optimization
- Training Development
- Documentation Management
- Team Leadership

### SUMMARY

Experienced project manager with over 5 years devoted to program management focused on tax-related processes. Passionate about guiding teams in integrating solutions like Intela into workflows, ensuring user acceptance through collaborative testing and feedback. Skilled at developing cohesive training materials that enhance stakeholder understanding of new functionalities. Typically enjoyed creating engaging presentations to summarize projects for varied audiences, reinforcing connection and clarity. Effective communicator adept at aligning technical specifications with diverse business needs, fostering smooth operations across all levels.

### EXPERIENCE

#### Project Manager

Intela Solutions 📅 March 2023 - Present 📍 Nashville, TN

Managed the execution and deployment strategy for Intela across multiple regions, driving improvement in local integration specifically tailored for tax processes.

- Led strategic planning sessions that enabled successful implementation of features by considering stakeholder requirements.
- Facilitated enterprise-wide testing of each new release, enhancing the overall quality assurance process before full rollout.
- Crafted impactful training programs for team members underscoring operational excellence utilizing Intela tools effectively.
- Developed visually compelling presentations for internal and external stakeholders, improving communication of project objectives.
- Collaborated with cross-functional teams documenting workflow optimizations linked with tax compliance improvements.
- Maintained comprehensive project documentation enhancing continuity throughout project phases and supporting metric assessments.

#### Program Coordinator

Global Tax Advisors 📅 January 2021 - February 2023 📍 Boise, ID

Coordinated various initiatives aimed at enhancing tax compliance processes across multiple jurisdictions while empowering team performance.

- Enhanced stakeholder presentation efforts that increased engagement and effectiveness in conveying critical updates.
- Delivered training addressing new software tools during onboarding sessions ensuring seamless technology adoption.
- Monitored ongoing projects assuring accountability and transparency through regular management reportings.
- Fostered inter-departmental communication aligning organizational goals with project initiatives promoting synergy.
- Created instructional materials that simplified complex software use, enabling better usability among users.
- Actively participated in vendor evaluations assisting in decision-making aligned with project goals while meeting compliance standards.

#### Junior Project Analyst

Tax Innovations Group 📅 June 2018 - December 2020 📍 Cleveland, OH

Assisted senior analysts managing timelines and deliverables on tax-related initiatives which substantially bolstered compliance efforts.

- Supported coordination of financial analysis tasks demonstrating solutions' suitability prior to final approval.

Quality Assurance Data Analysis

Problem Solving

Regulatory Research

## LANGUAGES

English Native

Spanish Proficient

## MY CAREER



- Project Manager at Intel Solutions (3.2 Years)
- Program Coordinator at Global Tax Advisors (2.1 Years)
- Junior Project Analyst at Tax Innovations Group (2.5 Years)

- Worked closely gathering detailed requirements on new tax solution flowcharts aiding designers and developers.
- Played a key role preparing client responses and internal communications boosting effectiveness in team operations.
- Conducted regulatory research ensuring compliance adjustments aligned regarding trending tax law changes impacting operations.
- Solicited stakeholder feedback identifying improvement opportunities, leading teams toward delivering higher quality outcomes.
- Contributed innovative ideas in brainstorming sessions resulting in novel enhancements to streamline processes consistently.

## LEADERSHIP & AWARDS

- Awarded Employee of the Month for outstanding teamwork and dedication in implementing new tax protocols in March 2022.
- Received Recognition Award for presenting exceptional training sessions on compliance best practices in November 2021.

## EDUCATION

### Bachelor's Degree in Business Administration

University of Tennessee 🎓 GPA: 3.8 📅 2026 📍 Knoxville, TN

*Coursework: Marketing, Accounting, Strategy, Finance*

## CERTIFICATIONS

- Microsoft Office Specialist Certification 📅 2025
- Project Management Fundamentals Certification 📅 2025

## TECHNICAL SKILLS

- **Project Management Tools:** Trello, Asana, JIRA
- **Office Software:** Microsoft Word, Microsoft Excel, Microsoft PowerPoint
- **Tax Compliance Software:** CCH Axxess, Thomson Reuters, ADP
- **Collaboration Tools:** Slack, Microsoft Teams, Zoom
- **Data Visualization Tools:** Tableau, Microsoft Power BI, Google Data Studio
- **Document Management Systems:** SharePoint, Documentum, Confluence
- **Testing Platforms:** JIRA, TestRail, UserTesting
- **Presentation Software:** Prezi, Canva, Google Slides
- **Research Tools:** Bloomberg Terminal, LexisNexis, IRS Publications
- **Reporting Technologies:** Crystal Reports, SQL Reporting Services, Microsoft Access

## PROFESSIONAL AFFILIATIONS

- Member of the Project Management Institute (PMI), collaborating with peers to elevate project management standards.
- Participated in the National Association of Tax Professionals (NATP) for continuous professional development and networking.

## ADDITIONAL INFORMATION

**Work Status** : Authorized to work in United States. No sponsorship required.

## REFERENCES

AVAILABLE ON REQUEST