

Julia Mattia

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PROFESSIONAL SUMMARY

Administrative professional with experience supporting high-volume operational workflows across public accounting, healthcare, and retail environments. Skilled in documentation management, deadline coordination, customer support, and supporting organized day-to-day operations in fast-paced settings. Known for strong attention to detail, adaptability, and the ability to manage multiple priorities while supporting both team operations and client-facing needs.

EXPERIENCE

Administrative Tax Specialist — Wipfli

Oct. 2022 - May 2024

- Processed and assembled individual and business tax returns for preparers and partners during tax season workflow cycles
- Routed client documents and completed returns through GoFileRoom and SafeSend for secure delivery and signature collection
- Reviewed returns and supporting documentation for completeness prior to filing submission
- Managed high-volume incoming client records, organizing and indexing files within firm document systems
- Coordinated across preparers, partners, and administrative staff to meet daily and weekly filing deadlines

Assistant Manager — Occasionette

Apr. 2025 - Present

- Coordinate daily operational workflows, task coverage, and store procedures in a fast-paced retail environment
- Reconcile daily cash reports and resolve balancing discrepancies with accuracy and attention to detail
- Maintain organized operational records, inventory tracking, and daily documentation processes
- Train employees on procedures, POS operations, and customer service expectations
- Serve as a primary point of contact for customer issues and day-to-day operational problem-solving

Administrative Assistant — DaVita Dialysis

May 2024 - Dec. 2024

- Maintained confidential patient records and treatment documentation in compliance with medical privacy regulations
- Coordinated scheduling workflows and verified treatment information within a time-sensitive healthcare environment
- Managed high-volume administrative tasks while maintaining accuracy across patient records and daily operational processes
- Handled sensitive patient information in accordance with HIPAA standards

Marketing Content Coordinator — SERI

Mar. 2022 - Sept. 2022

- Produced technical newsletters compiling regulatory and certification updates across 36 countries
- Proofread Knowledge Base articles for clarity, consistency, and adherence to certification guidance

Proofreader — JK Design

Jun. 2021 - Jan. 2022

- Managed multiple concurrent revision cycles with designers and clients to final release

SKILLS

CCH Access Tax, GoFileRoom, SafeSend Returns, Microsoft Excel, Microsoft Word, Outlook, Adobe Acrobat, Document Management, Workflow Coordination, Records Management, Deadline Tracking

EDUCATION

Bachelor of Arts — Temple University