

Andy Purvis

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PROFESSIONAL PROFILE

Accounting graduate with a bachelor's degree in software development. Strong analytical, financial reporting, and technology skills with experience supporting customers and business operations. Seeking an audit or accounting role where I can apply both accounting and technical expertise.

EDUCATION

Bachelor of Science: Accounting - *Western Governors University* | Graduation Date: **June 2026**

Capstone Project: Bike Retailer Financials

- **Conducted comprehensive financial analysis for a simulated bicycle retail company, evaluating profitability, liquidity, and overall financial performance**
- Analyzed trends in revenue, expenses, assets, liabilities, and equity to identify opportunities for improving profitability and efficiency.
- Applied information from financial statements to make informed business decisions on pricing and inventory management.

Bachelor of Science: Software Development – *Valencia College* | Graduation Date: **August 2022**

Capstone Project: Youth Homelessness Project

- Worked collaboratively with the City of Orlando to design and develop a RESTful API solution for tracking youth support and service needs.
- Collaborated as part of a five-member development team throughout the software development lifecycle.
- Presented project progress and outcomes to stakeholders as part of the capstone project.

EXPERIENCE

Tax Support Expert (Seasonal) – *LiveOps* | Remote **March 2026 – April 2026**

- Assisted customers with tax preparation software through phone, chat, and online support channels.
- Guided users in navigating tax filing processes across desktop, mobile, and web-based platforms.
- Resolved customer questions related to tax preparation workflows, account access, and software functionality.

Account Support Specialist – *Vacasa* | Remote **June 2023 – May 2025**

- Served as a liaison between local property management teams and homeowners, facilitating communication and resolving a wide variety of property, reservation, and service-related concerns.
- Collaborated with cross-functional teams in a remote work environment using Slack and Google Meet to support business operations and solve customer concerns.
- Assisted with basic tax filing and tax filing navigation questions during tax season.

Technical Support Agent – *ModSquad* | Remote **Jan 2018 – June 2023**

- Provided technical support to customers through multiple communication channels, including phone, email, and ticketing systems, resolving a wide range of service and account-related issues.
- Assisted customers with billing inquiries, subscription management, account maintenance, and payment-related concerns.
- Educated customers on product features, best practices, and troubleshooting techniques to improve service utilization and user experience.

RELATED SKILLS

- **TECHNICAL SKILLS:** SQL/MSSQL, C#, Java, Git/GitHub
- **ACCOUNTING SKILLS:** Financial Statement Analysis, Journal Entries, General Ledger Concepts, Financial Reporting
- **GENERAL OFFICE SKILLS:** MS Office Suite: Excel, Word, Access, PowerPoint, Outlook