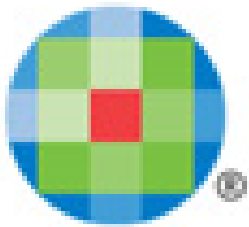


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season to overcome staffing challenges and over-deliver for their clients.

May. 23, 2022



# Wolters Kluwer

[View the Archived Webinar](#)

This webinar was held on June 14, 2022.

**Sponsor:** Wolters Kluwer

**Duration:** 1 Hour

Our resident Lean Six Sigma black belt Mark McAndrew and CPA Erin Leicke discuss what innovative firms did this past tax season to overcome staffing challenges and over-deliver for their clients. Mark and Erin will dig into how firms implemented processes and leveraged technology to survive another turbulent tax season.

In this session you'll learn:

- Best practices that highly successful firms followed during busy season
- Actions your firm can take to proactively handle the increasing complexity of tax season
- Steps to adopting a more profitable advisory mindset, and the technology that can help

**Program level:** Basic (no prerequisites required).

**Field of Study:** Taxes

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Customer and shareholder solutions within the Tax Services Group. He has extensive experience within both the Fortune 1000 and large public accounting firm spaces. He is a frequent speaker on business process management and workflow advisory consulting, tax and accounting outsourcing, and productivity enablement software deployments.



**Erin Leckie**

**Director of Product Management, Tax**

**Wolters Kluwer Tax & Accounting North America**

Erin Leckie is Director of Product Management – US Tax at Wolters Kluwer Tax & Accounting, North America. In this role, Erin leads the strategy and development of innovative solutions for tax professionals. Prior to joining Wolters Kluwer in 2022, Erin led teams in the development of global and local solutions for accounting and audit professionals, focused on bringing tools to market that enhance the profession. Erin has more than 10 years of experience in the tax and accounting profession in product management roles as well as several years in public accounting working for a National firm in Canada. Erin holds a Bachelor of Commerce from Dalhousie University and is a CPA, CA with CPA Canada.



**Gail Perry**

**Editor-in-Chief**

**CPA Practice Advisor**

Gail Perry is the editor-in-chief of CPA Practice Advisor. She also speaks at many accounting events, trade shows, and webinars. Gail is the author of over 30 books (including [Mint.com](https://www.mint.com) For Dummies and QuickBooks 2014 On Demand), and she maintains a small tax practice. Gail is a graduate of Indiana University where she

earned a bachelor's degree in journalism. She returned to school to study accounting

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