

## **Lynn Reno Bio**

As Business Operations Lead for the IRS' HCTC (Health Coverage Tax Credit) Program, Lynn Reno oversees the day-to-day, customer-facing operations, including the coordination of marketing and education for nearly 400,000 taxpayers per year, helping up to 30,000 taxpayers receive over 100 million dollars in HCTC credit.

Lynn, who has been in this role in the last year of his 30 year career with the IRS, finds his current job particularly rewarding. "People's perceptions of the IRS are generally negative, and now I always tell people I'm one of the good guys," he says. "The bottom line is we're helping people in need especially in a time when they need assistance, specifically getting health insurance."

Previously, Lynn was the IRS Campus Management and Stakeholder Management Operations Lead between 2005 and 2008. For the five years prior he was in the IRS systems testing branch where he oversaw system development and testing systems acceptability, specifically testing on the Electronic Fraud Detection System (EFDS).

Lynn joined the IRS in 1979 and over the first 15 years he worked on IRS tax filing for both business and individual tax returns. During that time he worked in Compliance, Accounts Management, and Submission Processing.

Lynn attended Weber State University in Ogden Utah and studied English, and in 2005 Lynn earned his PMP (Project Management Professional) Certification.

Over the years, Lynn has earned numerous award and recognitions for performance and special projects. In 1993 he was named the IRS Ogden Campus Quality Champion.