

Illinois Department of Revenue
2025 4th Quarter Tax Education Webinar (Taxpayer Services)
12/5/2025 9:00AM

Presenter Biographies

Maribeth Oliver

Individual Income Technical Administrator
Illinois Department of Revenue

Maribeth Oliver has been with the Illinois Department of Revenue for over 25 years. She has been in Taxpayer Assistance the entire time in various positions. She started out answering calls on the Taxpayer Assistance line for 6 years. After that she was still part of Taxpayer Assistance but in the Correspondence Section where she handled incoming correspondence as well as being cross trained in Walk Ins and still serving as a backup for the Taxpayer Assistance line. In 2012 she was assigned the position of Revenue Tax Specialist III where she answered questions for employees in the Call Center. She was also assigned the task of training all the new hires on Individual Income tax. In July 2016 Maribeth accepted her current position of Individual Income Technical PSA where she trains all the new hires for the area on Individual Income tax and speaking to various groups.

Dann Voelz

MyTax Illinois Technical Administrator
Illinois Department of Revenue

Dann Voelz has been with the Illinois Department of Revenue (IDOR) since 2012. He has over a decade of experience helping people file their taxes with the state of Illinois. Dann began his career at IDOR in the call center, where he assisted individuals and businesses with their tax filing needs. In 2017, he was promoted to the position of Public Service Administrator Technical with a specialized focus in MyTax Illinois, IDOR's free online account management program. Dann currently trains IDOR employees on how to use MyTax Illinois and other web-based applications. He also oversees a test team that assesses changes and updates to MyTax Illinois.

Craig W Anderson

Business & WIT Technical Administrator

Illinois Department of Revenue

Craig Anderson is a Public Service Administrator with the Illinois Department of Revenue who is currently serving as the Business & Withholding Income Tax Technical in the Taxpayer Assistance Division. Prior to this posting he was in the Business Processing Division where he served as a long-term member of the test team. With over twenty years in both public and private sectors, Craig is quite at home as a public servant. He graduated with a Master's in Public Administration from the University of Illinois and with undergraduate degrees in Political Science, Economics and History. He currently resides in Springfield Illinois by the Lake.

Jane S Miller

Sales Tax Technical Administrator

Illinois Department of Revenue

Jane Miller is the Sales Tax Technical Public Service Administrator for the Illinois Department of Revenue in her thirteenth year in the Taxpayer Assistance Division. Jane is responsible for keeping 120+ employees in the Taxpayer Services Administration updated on Sales Tax laws, rules, and regulations, and researching and responding to sales tax inquiries from the public and in-house. Jane is responsible for training all new employees in the Taxpayer Services Administration on the intricate details of sales and teaches new staff how to navigate the returns processing system.

When new legislation is introduced pertaining to sales tax, Jane is the primary person in the Taxpayer Assistance Division responsible for reviewing the legislation and providing feedback to the legislative office regarding the potential impact of the legislation, as well as providing input on how to improve the legislation. Jane is the department representative at speaking engagements, conferences, workshops, and Illinois Department of Revenue seminars pertaining to sales tax.