

Isabell Simpson

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Education

Gonzaga University

Expected May 2024

Accounting Major, School of Business Administration

- President's List 2021 (3.85-4.0 GPA)
- Dean's List 2022 and 2023 (3.5-3.85 GPA)
- Gonzaga Women in Business, Beta Alpha Psi, Gonzaga Ski and Snowboard club

Work Experience

Sales Specialist

May 2022-November 2021

Apple | Spokane, WA

- Provided exceptional customer service by greeting and engaging with customers, answering product questions, and resolving issues promptly and efficiently.
- Achieved and exceeded sales goals through effective product knowledge and sales techniques, resulting in increased revenue for the store.
- Demonstrated expert knowledge of Apple products and software, including the latest updates and features, to assist customers in making informed purchase decisions.

Tax Intern

May 2022- August 2021

Eide Bailly LLP | Spokane, WA

- Collaborated with team members to ensure timely and accurate completion of tax returns and other projects.
- Assisted clients with bookkeeping and accounting tasks to ensure accurate financial reporting and compliance with tax laws and regulations.
- Managed multiple tasks and deadlines effectively to ensure timely completion of projects and client satisfaction.

Sales and Marketing Intern

March 2019–September 2020

Cerium Networks | Spokane, WA

- Devised an improvement system in Excel that streamlined communication and tracking updates on critical equipment for the sales team.
- Utilized Act-On and divi-builder platforms to assist the marketing team with weekly projects and long-term planning.
- Promoted services at Business to Business trade-shows, resulting in increased exposure and new client acquisition.

Volunteer Experience

VITA (Volunteer Income Tax Assistance)

January 2023-Present

- Provided free tax preparation services to low- to moderate-income individuals and families in the community.
- Assisted clients with filing their tax returns, including gathering necessary documentation and answering questions about tax laws and regulations.
- Maintained confidentiality and professionalism when working with sensitive financial information and client records.