

Jessica Martin

Retail Tax Preparer

(312) 555-7890

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Chicago, IL

Motivated recent graduate with strong attention to detail and excellent customer service skills seeking a Retail Tax Preparer role. Eager to apply foundational knowledge of tax forms and software to assist clients accurately during tax season.

Experience

June 2023 - April 2025

Cashier & Customer Service Associate

Target / Chicago, IL

- Delivered friendly and efficient service to over 100 customers daily, ensuring a positive shopping experience and handling inquiries professionally.
- Accurately processed cash, credit, and mobile payments while balancing cash register and reconciling discrepancies at shift end.
- Mentored and trained 5 new employees on POS systems, customer interaction, and company policies to maintain service standards.
- Maintained organized product displays and inventory logs, contributing to a 15% increase in stock accuracy and reduced customer wait times.

2024 - 2024

Volunteer Tax Assistant (Seasonal)

Chicago Volunteer Income Tax Assistance (VITA) Program / Chicago, IL

- Assisted certified tax preparers by organizing and verifying client documents to ensure completeness and accuracy before preparation.
- Scheduled client appointments efficiently, reducing average wait times by 20%, and explained intake procedures clearly to new clients.
- Supported the team in managing confidential client information with strict adherence to IRS privacy standards.
- Gained hands-on experience navigating basic tax software and IRS guidelines through shadowing and active participation.

Volunteer Experience

Regular participant in community financial literacy workshops, educating individuals on budgeting and tax basics, enhancing public engagement skills.

Education

Bachelor of Arts in Business Administration

DePaul University | Chicago, IL |

Graduated May 2025

Certifications

- IRS Volunteer Income Tax Assistance (VITA) Training Certificate, 2025
- Microsoft Office Specialist: Excel Associate, 2024

Skills

Basic knowledge of IRS tax forms and filing procedures ●●●●●

Customer service and effective communication ●●●●●

Data entry and record keeping with high accuracy ●●●●●

Proficient in Microsoft Excel and Word ●●●●●

Time management and multitasking in fast-paced environments ●●●●●

Strong attention to detail in document review ●●●●●