

Ashlin Lee

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EDUCATION

Brigham Young University

Bachelor of Arts: Philosophy

Apr 2023

Provo, UT

- BYU Academic Scholarship
- Phi Eta Sigma Honor Society
- Phi Kappa Phi Honor Society
- Ballard Center Social Impact Association

EXPERIENCE

Incite Tax

Oct 2023-July 2024

Administrative Assistant

Provo, UT

- Explained complex financial concepts to clients via phone and email
- Provided technical support and answered questions for 50+ clients daily
- Used computer systems such as Lacerte and Salesforce to manage client information

Say Communications

Jun 2023-Aug 2023

Account Assistant

London, UK

- Researched health trends and news on a daily basis in 10 different publications
- Worked with Excel and SharePoint to organize and share research between 6 team members
- Communicated progress on assigned tasks with superior team members

Brigham Young University Security

Aug 2020-May 2023

Library Security Officer and Training Officer

Provo, UT

- Requested compliance with library rules in a respectful manner
- Remained vigilant in observing patrons in order to enforce library regulations
- Maintained effective communication among staff of 40+ to facilitate teamwork
- Conducted 5+ interviews per semester and worked with others to choose new hires
- Instructed 20+ new hires in large amounts of information to enable success

VOLUNTEER EXPERIENCE

InHouse Interpreting

Jun 2020-Aug 2020

Spanish Medical Interpreter

Provo, UT

- Learned and maintained 200+ Spanish medical terms in addition to regular vocabulary
- Consciously studied Spanish, healthcare, and culture daily to always improve interpretation
- Understood and communicated meaning and cultural differences between two or more parties
- Kept a professional demeanor while working in a variety of high stress and emotional situations

Church of Jesus Christ of Latter-Day Saints

Oct 2017-Apr 2019

Service Representative and Women's Supervisor

Montevideo, Uruguay

- Planned and delivered monthly trainings about teaching skills to groups of 14+ volunteers
- Reported work status as well as mental/emotional state of 4-6 women to superiors
- Coordinated training plans with 3+ other volunteers to ensure well-rounded training sessions

SKILLS/INTERESTS/ACHIEVEMENTS/ABILITIES

- Advanced Conversational Spanish, Intermediate Conversational Portuguese
- Proficiency in Office Suite, Google Suite, and Salesforce (Client Management Software)
- Experience Programming with C++, CSS, HTML, and JavaScript