

# ISABELLA MATSON

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Portfolio: [isastoriescom.wordpress.com](https://isastoriescom.wordpress.com)

## EXPERIENCE

**OCT 2024 – APR 2025**

**COMMUNITY ASSISTANT**, UNION TUSCALOOSA, TUSCALOOSA, AL

- Collaborated with 1-2 other employees to contact leasing office leads and applicants, give apartment tours, and communicate general leasing knowledge and specials underneath two managers
- Address the needs of current residents in a timely manner and refer issues to management and maintenance when needed
- Took on required on call shifts, making myself available to residents for after-hour emergencies
- Helped maintain general upkeep and cleanliness of the apartment complex and its amenities

**JULY 2022 – AUG 2024**

**TEAM MEMBER AND SHIFT LEAD**, FIREHOUSE SUBS, MT. PLEASANT, WI

- Collaborated with 2-4 other employees to serve sandwiches and other food to customers, complete opening/closing duties, and make food for catering
- Assisted customers with Firehouse Subs app issues and answered other customer questions

**JUNE 2021 – AUG 2022**

**GIFT SHOP/ADMISSIONS CASHIER, GRILL COOK CASHIER, SPECIAL EVENTS, TRAIN DRIVER**, RACINE ZOO, RACINE, WI

- Ran zoo gift shop/admissions operations with 2-3 other employees, directed phone calls, sold memberships, and answered guest related questions and grievances
- Operated small grill restaurant with 2-3 other employees, ran cash register, cooked and ran food to guests, kept dining areas clean and stocked
- Worked concert nights in gift shop, counted guests, sold raffle tickets, gave golf-cart rides to elderly, and stayed after closing for final checks of the property; a collaborative effort from multiple employees on property
- Entertained guests by driving the train ride around the property while providing education on the animals and telling jokes; collected money for train admissions

## EDUCATION

**CLASS OF 2026 – CURRENT UNDERGRADUATE**

**UNIVERSITY OF ALABAMA**

- BAC in Creative Media with minors in Theatre and Creative Writing
- 4.0 GPA; University of Alabama President's List
- Crimson Stage Member; Writer's Guild Secretary

