

# 2024 Drake Software Update Schools

Keynote Speaker – Dallas, TX, and Charlotte, NC

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*Courtney will discuss the IRS Taxpayer Experience Office's role in enhancing customer interactions through collaboration and a customer-centric approach.*

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**Courtney Kay-Decker**  
**Deputy Chief Taxpayer Experience Officer**  
**Internal Revenue Service**

Courtney Kay-Decker is the Deputy Chief Taxpayer Experience Officer in the IRS Taxpayer Experience Office. In this role, she assists the Chief Taxpayer Experience Officer in ensuring all IRS interactions are enriched through a customer-centric approach.

Prior to her selection as the Deputy Chief Taxpayer Experience Officer in December 2022, Courtney served as an attorney in Davenport, Iowa, where her areas of practice included tax and administrative matters. From 2011 to 2019, she served as Director of the Iowa Department of Revenue. Additionally, she served as the first state co-chair of the Identity Theft and Tax Refund Fraud Information Sharing Analysis Center, a collaboration among the IRS, state tax agencies and industry partners who work to develop tools and protocols to detect and prevent identity theft tax refund fraud. She's also served as a Volunteer Income Tax Assistance site coordinator and as a member of the Electronic Tax Administration Advisory Committee.

Courtney received her B.A. in Economics from Northwestern and holds a J.D. with distinction from the University of Iowa College of Law where she also serves as an adjunct lecturer.