

Jodette Alejandro

(813) 480-2443 | Fort Myers, FL (Willing to relocate at own expense) | j.alejandro@email.com | [linkedin.com/in/jodialejandro](https://www.linkedin.com/in/jodialejandro)

PROFESSIONAL SUMMARY

Master of Accounting student at William & Mary with coursework in taxation, audit and assurance, and financial accounting. Brings strong analytical, documentation, and client-communication skills developed through software quality assurance and property and casualty insurance roles. Seeking an accounting internship in a public accounting environment. Eager to contribute to client engagements and progress toward CPA licensure.

EDUCATION

Master of Accounting (in progress) | William & Mary

Expected Graduation: August 2027

Relevant Coursework: Audit & Assurance, Federal Individual Income Taxation, Strategic Cost Management, Financial Accounting 1 & 2, Accounting Analytics & Information Systems

Bachelor of Science in Computer Information Systems | Florida Gulf Coast University

Graduated: 2015

SKILLS

Technical: Advanced Microsoft Excel (VLOOKUPS, pivot tables, data analysis, financial modeling), Microsoft Access, JIRA, Google Workspace, Power BI, Alteryx, Strong data analysis foundation from Computer Information Systems background

Professional: Client communication & service, Time management & prioritization, Collaboration & teamwork, Analytical thinking & problem solving, Strong verbal and written communication

Certifications: Florida Property & Casualty License

EXPERIENCE

Licensed Property & Casualty Agent | Foundever

05/2025 – 11/2025

- Analyzed clients' financial situations and risk exposures to recommend tailored solutions—building financial analysis skills transferable to researching financial information and supporting tax planning.
- Maintained precise documentation and ensured regulatory compliance, developing attention to detail and the ability to follow defined procedures required for accurate tax return preparation and workpaper support.
- Interacted professionally with diverse clients and translated complex information into clear language—strengthening communication skills essential for client engagements.

Software QA Analyst | CrossXColor, Inc.

02/2018 – 08/2024

- Resolved 150+ issues through structured root-cause analysis and detailed documentation, improving customer satisfaction by 23%—demonstrating meticulous attention to detail and analytical skills applicable to reconciliation and workpaper preparation.
- Partnered cross-functionally with developers while managing multiple assignments and adapting to changing priorities in a deadline-driven environment.
- Streamlined JIRA workflows and prioritization processes, reducing resolution time by 12%; showcased strong time management and ability to follow and improve defined procedures.
- Created troubleshooting guides and FAQs that reduced repeat tickets by 20%, establishing documentation standards transferable to trial balances and firm procedures.
- Diagnosed user-reported issues, identified discrepancies, and communicated findings clearly—honing problem-solving and collaborative skills essential for audit and tax support

Assisted Sales Representative | BDS Marketing, LLC

11/2016 – 09/2020

- Trained store associates and resolved technical issues during onboarding, reducing product returns by 10% while demonstrating leadership, problem-solving, and strong interpersonal skills with diverse groups.
- Explained technical details in clear, accessible language for non-technical users, building strong communication skills for client-facing roles.