

# KANDA ROSALIA

Income Tax Preparer

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## PROFILE

Dedicated Income Tax Preparer with 1 year of experience in accurately preparing and filing tax returns for individuals and small businesses. Proficient in tax software and current tax law, with a strong attention to detail and commitment to maximizing client refunds. Excellent communication skills, focused on building lasting client relationships and providing exceptional customer service.

## LINKS

[linkedin.com/in/kandarosalia](https://www.linkedin.com/in/kandarosalia)

## SKILLS

QuickBooks proficiency

Excel expertise

TaxSlayer mastery

TurboTax adeptness

H&R Block software familiarity

IRS e-file competency

ProSeries navigation

## LANGUAGES

English

Portuguese

## HOBBIES

Stamp collecting

Gardening

Playing chess

## EMPLOYMENT HISTORY

### Income Tax Preparer at Jackson Hewitt Tax Service, OH

Feb 2023 - Present

- Prepared and filed over 500 accurate income tax returns during the 2020 tax season, resulting in a 99% client satisfaction rate and contributing to a 20% increase in revenue for the Jackson Hewitt Tax Service office in OH.
- Identified and implemented new tax strategies for clients, saving them an average of \$1,500 per return and increasing overall tax savings for clients by 30% compared to the previous year.
- Conducted comprehensive tax consultations for over 200 new clients, leading to a 15% growth in the client base and an additional \$50,000 in revenue for the Jackson Hewitt Tax Service office in OH.

### Assistant Income Tax Preparer at H&R Block, OH

Jul 2022 - Dec 2022

- Successfully prepared and filed over 300 income tax returns for individual clients during the 2020 tax season, resulting in a 99% accuracy rate and contributing to the office's overall growth in revenue by 15%.
- Streamlined the client intake process by implementing a new digital appointment scheduling system, which reduced wait times by 25% and increased overall client satisfaction by 20% as measured by post-appointment surveys.
- Identified an average of \$2,000 in additional deductions per client by staying up-to-date on tax law changes and utilizing advanced tax software, leading to an overall increase in client refunds by 10% and fostering long-term client loyalty.

## EDUCATION

### Certificate in Tax Preparation at Ohio State University, Columbus, OH

Sep 2018 - May 2022

Relevant Coursework: Federal Income Taxation, Tax Law and Regulations, Individual Taxation, Business Taxation, Tax Accounting, Tax Planning Strategies, Ethics in Tax Preparation, and Tax Software Applications.

## CERTIFICATES

### Enrolled Agent (EA) Certification

Jan 2022

### Certified Public Accountant (CPA)

Mar 2020