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## FAISAL M A

### ACCOUNTS PROCESS EXECUTIVE

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## PROFILE

Skilled Accounts Process Executive with broad base of experience in technical support and operations. Resolves problems quickly, delivering high levels of customer satisfaction. First-rate Software Support executive with 4 years of experience offering outstanding support to users of various levels. Exceptional skills and knowledge in Training and Implementation, Error Troubleshoot subject matter expert on Tally. Established reputation as sharp technology expert when working with Tally.ERP9,Zoho Books Customers to identify and deploy solutions.

## CONTACT

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Gurfa , Fujairah ,UAE

## ACTIVITIES AND INTERESTS

- Listen to Music
- Theater • Environmental conservation • Travel

## EXPERIENCE

### ACCOUNTS PROCESS EXECUTIVE

IT CATALYST SOFTWARE INDIA PVT LTD, BANGALORE, INDIA

AUGUST 2021 – OCTOBER 2022

- Handled high-volume invoice processing with minimal supervision.
- Coded invoices and other records to maintain organized and accurate records.
- Prepared vendor invoices and processed incoming payments.
- Implemented program to create daily spreadsheets and streamline financial reporting.
- Monitored loans and accounts payable to confirm payments are current.
- Received and recorded cash, checks and transfers.
- Applied proper codes to invoices, files and receipts to keep records organized and easily searchable.
- Increased customer satisfaction by resolving issues.
- Maintained excellent attendance record, consistently arriving to work on time.
- Actively listened to customers, handled concerns quickly and escalated major issues to supervisor.

### TALLY SUPPORT EXECUTIVE

TALLY POINT, KERALA

OCTOBER 2018 -FEBRUARY 2021

- Assisted account executives with strengthening client relationships through targeted solutions.
- Broke down and evaluated user problems, using test scripts, personal expertise and probing questions.
- Increased sales by educating prospects on benefits of products and services in comparison to competitors.
- Used critical thinking to break down problems, evaluate solutions and make decisions.
- Implemented training initiatives by incorporating industry trends and collaborating with senior leaders.

### ASSISTANT ACCOUNTANT

WIMBIES PRODUCTS, THRISSUR

NOVEMBER 2017 – APRIL 2018

- Monitored status of accounts receivable and payable to facilitate prompt processing.
- Reconciled company accounts for credit cards, employee expenses and commissions.
- Set up and improved accounting systems and processes to meet business needs and maximize operational success.

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## LANGUAGES

English  
Hindi  
Tamil  
Malayalam

## SOFTWARE

Tally Prime  
ZOHO Books  
Busy  
CRM

- Resolved financial and tax issues and maximized customer satisfaction scores.
- Received and processed stock into inventory management system.

## RETAIL SHOP MANAGER

SELF-EMPLOYED, KERALA

MAY 2016 – MARCH 2017

- Bagged groceries carefully to keep products in perfect condition, separated fragile products, and kept frozen and perishable foods cold or fresh.
- Secured and stored items until customer pickup.
- Efforts to buy Groceries and stationeries are direct from the market. making spices powder by local mills resources.
- Operated register, handled cash, and processed credit card transactions.
- Kept the shop clean and neat to offer an impression to every customer.

## EDUCATION

### BACHELOR OF COMMERCE

UNIVERSITY OF CALICUT, KERALA

APRIL 2016

### HIGHER SECONDER EDUCATION

GVHSS CHERPU THRISSUR, KERALA

MARCH 2013

### SECONDARY SCHOOL LEAVING CERTIFICATE

NHSS IRINJALAKUDA, GOVERNMENT OF KERALA

MARCH 2009

## KEY SKILLS AND CHARACTERISTICS

- Desktop support
- Customer service expert
- Resolving Problems and Incidents
- Technical Troubleshooting
- Incoming Call Management
- CRM Tracking
- ERP Software
- Bank Statement Reconciliation
- Inventory Management
- General Ledger Entries
- Accounts Payable