

Sham Sherifudeen

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Summary

Capable Accounting Assistant skilled in data collection and analysis with meticulous eye for detail. Actively pursuing Accounts and Amin Executive role to apply 15 years of accounting prowess. Hardworking employee with customer service, multitasking and time management abilities. Devoted to giving every customer a positive and memorable experience.

Skills

- GL entry accuracy
- Financial analysis
- Billing and reconciliation
- Budget review
- Payment collection
- Invoice management
- Month-end accounting
- Payroll management
- Inventory auditing
- Authorising payments
- Sales reporting
- Documentation skills
- Hardware and software updates
- Data processing
- Report generation
- User account setup
- Report writing skills
- Windows operating systems
- Operational support
- Front-of-house management
- Store supervision
- Customer experience development
- Staff development
- Office administration
- Accounts Payable and Receivable (AP/AR)
- Microsoft Office proficiency
- Expense tracking
- Managing purchasing activities
- Vendor relations skills
- Payroll processing
- Account reconciliations knowledge
- Bookkeeping
- Travel administration
- Administering payroll
- Inventory purchasing
- Database maintenance
- Payment posting
- Data entry
- Filing experience
- Performance Reviews
- Interviewing and Hiring
- Shift Scheduling
- Branch Operations Management
- Relationship Building
- Customer Service
- Documentation
- Proficient in MS Office
- Staff Supervision
- Financial Administration
- Verbal/Written Communication
- Accounts Payable
- Excellent Communication Skills
- Staff Recruitment
- Customer Relationships
- Customer and Vendor Relations
- Cash Handling
- Banking
- Team Supervision

Experience

05/2023 - Current
Branch Manager, **PCCS India**, Ernakulam

- Directed daily operations of the branch, including customer service, human resources, sales and marketing activities.
- Developed strategies to increase customer satisfaction and loyalty.
- Managed staff scheduling, hiring and training processes.
- Conducted regular performance reviews for all employees in the branch.
- Monitored financial performance of the branch on a monthly basis.

- Implemented internal control procedures to minimize risk exposure and maximize profitability.
- Provided guidance and support to team members regarding problem resolution and customer service issues.
- Analyzed data to identify trends related to products, services, customers and markets served by the branch.
- Maintained up-to-date knowledge of industry trends, competitive landscape and regulatory environment.
- Resolved escalated customer complaints in a timely manner.
- Established strong working relationships with external partners such as vendors and suppliers.
- Coordinated promotional campaigns for new products or services in order to boost sales revenue.
- Created reports summarizing operational performance metrics for senior management review.
- Identified opportunities for process improvement initiatives within the branch.
- Assisted other branches when needed during peak periods or special projects.
- Facilitated weekly meetings with staff members to discuss progress on current initiatives.
- Organized professional development programs for employees at all levels of the organization.
- Provided feedback on employee performance evaluations conducted by supervisors.
- Managed and inspired team members to perform to full potential, driving branch profitability.
- Assigned duties to employees and examined work for accuracy, neatness and timeliness.
- Built strong rapport with new and existing clients to better serve financial needs and promote branch loyalty.
- Planned work schedules to maintain adequate staffing levels.
- Disciplined employees to encourage compliance with company policies and procedures.
- Boosted customer base, acquiring new customers and identifying needs to deliver relevant products.
- Increased efficiency and drove branch revenue by optimizing daily operations.
- Established and built customer relationships through targeted outreach and initiatives.
- Verified cash by balancing cash drawers and maintaining cash count records.
- Worked cross-functionally to plan and establish branch goals, supporting strategic objectives.
- Designed sales and service strategies to improve revenue and retention.
- Complied with company policies and government regulations to prevent and detect rule violations and protect organization from fines and lawsuits.
- Supported outside sales force in servicing and obtaining new business.
- Grew business banking relationships through proactive outreach.
- Completed month-end and year-end closings, kept records audit-ready and monitored timely recording of accounting transactions.
- Created and updated financial reports on frequent basis to present information to leadership teams.
- Checked payroll, vendor payments and other accounting disbursements for accuracy and compliance.
- Conducted reviews and evaluations for cost-reduction opportunities.
- Created financial management mechanisms to minimize financial risk to business.
- Prepared internal and regulatory financial reports, balance sheets and income statements.
- Analyzed actual financial results to budget, preparing variance reporting to functional groups.
- Developed invoicing systems and internal controls to boost billing efficiencies.

08/2017 - 04/2023

Accounts Manger, **Fathima Hardware & Engg Pvt Ltd**, Trivandrum, India

- Prepared reports and financial statements to assist management in strategic planning and decision making.
- Collaborated with associates to improve reconciliation.
- Improved year-end inventory audit process to increase accuracy.
- Supported preparation of monthly accounts related to accruals, prepayments and fixed assets.
- Supported annual audits by providing information and answers to auditors to facilitate passing audit results.
- Allocated department resources to handle financial management and reporting.
- Approved cash disbursements by verifying check amounts against invoices and authorised cheques and wire transfers.
- Delegated tasks and coordinated workflow to expertly manage accounting team.
- Documented account information in company database or proprietary software, monitoring for errors and discrepancies.
- Completed balance sheet reconciliation within established timeframes.
- Liaised with appropriate tax manager to address tax-related matters and coordinate tax reviews.
- Provided timely feedback to partners on issues identified with clients.
- Managed financial assignment lifecycle, delegating and reviewing work of staff to ensure that standards are met.
- Reviewed and resolved issues to reconcile cash balances daily.

07/2006 - 02/2017

Computer Programmer cum Accountant, **Bank Saderat Iran Main Br**, Dubai, United Arab Emirates

- Acted as subject matter expert when resolving computer programming issues.
- Mentored newly-hired employees, prepared for project tasks and trained on unfamiliar systems.
- Created automated reports detailing sales and customer data and utilised findings to uncover enhancements.
- Kept computer systems in excellent working order by performing preventative maintenance.
- Produced accurate and detailed functionality reports each day.
- Completed frequent checks on user logins, file permissions and other data.
- Maximised network performance with updated computers, keeping software and applications current with patches.
- Operated different computerised machines to produce digital content and save information.
- Set up and installed computer hardware, software and user accounts for staff.
- Inspected computers and verified functionality by testing component parts.
- Generated reports for infrastructure monitoring, upgrade and management activities.
- Monitored and controlled computer and electronic data processing equipment.
- Monitored staff performance, conducting periodic appraisals and outlining personal objectives.
- Forged strong working relationships with individual and commercial customers.
- Conducted credit checks into customer accounts to investigate credit history and determine loan options.
- Built strong business relationships through regular communication and exceptional service.
- Produced detailed financial reports, thoroughly analysing data to seek areas for improved credit management.
- Readied loan and mortgage agreements through timely implementation, gaining positive client feedback.
- Led credit department staff to provide rigorous monitoring and analysis of counterparty risk.

08/2004 - 06/2006

Accounts Administrator, **Kaddas Oilfield Supplies LLC**, Dubai, United Arab Emirates

- Promptly and periodically followed up on unpaid invoices by calling accounts to request payment.
- Processed accounting documents such as invoices, sales orders and purchase orders.
- Managed the payroll processes for 100+ employees on , completing on time and accurately.
- Produced weekly,monthly and yearly financial reports for management showing company expenses, sales and outstanding invoices.
- Processed card payments company services both over the phone and through email.
- Kept and accurate and up to date record of invoices and other accounting documents stored in line with company regulations.
- Assisted in the development of financial forecasts to determine budget cuts and funds required.
- Improved year-end inventory audit process to increase accuracy.
- Supervised dynamic corporate accounting team.
- Collaborated with associates to improve reconciliation.
- Prepared reports and financial statements to assist management in strategic planning and decision making.
- Implemented employee incentive strategies to improve retention and productivity.
- Reviewed and resolved issues to reconcile cash balances daily.
- Documented account information in company database or proprietary software, monitoring for errors and discrepancies.
- Approved cash disbursements by verifying check amounts against invoices and authorised cheques and wire transfers.
- Allocated department resources to handle financial management and reporting.
- Managed financial assignment lifecycle, delegating and reviewing work of staff to ensure that standards are met.
- Supported annual audits by providing information and answers to auditors to facilitate passing audit results.
- Provided timely feedback to partners on issues identified with clients.
- Completed balance sheet reconciliation within established timeframes.

Education And Training

2011

Certificate Of Higher Education, Banking & Financial Support Services
Emirates Institue Of Banking Studies, United Arab Emirates, Sharjah

2008

Certificate Of Higher Education, Anti-money laundering & Computer Crimes
Emirates Institutes Of Banking Studies, Dubai

2007

Certificate Of Higher Education, Computer Crimes and Security
Emirates Institue Of Banking Studies, Abu Dhabi

11/2005

Heart Saver CPR And Basic First Aid
American Heart Association, Dubai

02/2005

ISO 9001:2000 Awareness Training
RWTUV, United Arab Emirates

01/2005

Some College (No Degree), First Aid Fire Fighting
Ports, Customs & Freezone Corporation, Dubai

2002

Computer Hardware A+
KELTRON, Kerala, india

2000

Bachelor Of Arts, Accounting
Kerala University, india

- Bachelor of Commerce with Electronic Data Processing & Computer Applications

Languages

Malayalam: First Language

English: C2

Proficient (C2)

Hindi: C2

Proficient (C2)