

SAMIUL SYED

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Solutions driven, technical mindset and self-motivated software engineer with experience uniting organisations IT capabilities with its business objectives and responding to shifting business needs and priorities in a systematic and effective way.

Engages and establishes respectful and trusting relationships with multiple stakeholders that results in advocacy and repeat business.

Collaborative, persuasive and solutions-focused **communicator** with ideas that influence commitment to innovation and change.

Delivers effective and timely projects through empowering and **leading** high performing teams.

SKILLS

- Javascript
- SQL
- Stakeholder Engagement
- Vendor Management
- MS Office
- Advance Excel
- Strategic Planning
- Data Analysis
- Solution Engineering
- Requirements Gathering and Workshop
- Root Cause Analysis
- End to End Process Mapping
- Continuous Process Improvement
- HTML, CSS
- Problem Solving
- Adobe Creative Suite
- AWS
- Firebase

EXPERIENCE

MARCH 2016 – MAY JUNE 2020

CREATIVE DIRECTOR, PEARL UNIVERSAL PTY LTD

Responsibilities

- FULL STACK WEB DEVELOPMENT
- VARIOUS MARKETING CONTENT CREATION
- ACCOUNT MANAGEMENT
- AD STRATEGY
- STREAMLINE PROCESS
- MONTH END REPORTS
- MANAGE TALENT
- MANAGE SUBCONTRACTORS

2011 – 2015

FINANCE MANAGER, GROUP M

Responsibilities

- BAS Reports
- GL Account Reconciliation
- Expense Reconciliation
- EFT Batch Processing with HSBC
- Jetform Supervision
- Liaising with SRP specialists
- P&L Reconciliation
- Streamline Process with all assistant accountants.
- Balance Sheet reconciliation
- Completing Journal entries, Pre-payments, & accruals
- Month end reports
- Managing bank accounts and reporting daily on balances to regional head office

Achievements

- Facilitated workshops with senior management to document requirements and provide recommendations with a goal of improving the overall customer experience.
- Introduced a customer service process, reducing the turnaround on customer enquiries via email and chat bot.
- Provided requirements and insights to the BI team to build reports for the executive team.

2009 – 2011

DEALER MANAGER, FUJI XEROX

Responsibilities

- Dealing with complex Billing Issues
- Accounts Payable
- Accounts Receivable
- Account reconciliation
- Collections
- Credit Checks
- Month end reports

2007 – 2008

CUSTOMER EXPERIENCE, EBAY

Responsibilities

- Search component customisation
- Customer Experience
- Market Research

EDUCATION

Current\$

GSHIV\$EGHIQ] \$

Diploma of Information Technology

2012\$

W] HRI] \$RMZIVWM] \$

Bachelor of Accounting

2007\$

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Diploma in Business Advertising