

Mohammad Shebli

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Profile

Accounting & SaaS Support Specialist with 10+ years of experience spanning banking, corporate credit, customer relations, and SaaS-based accounting support. Currently specialized in the Accounting Module of the Restaurant365 SaaS platform, with hands-on expertise in accounts payable, reconciliations, journal entries, and general ledger workflows. In this role, I not only resolve client issues but also perform accounting operations directly on the ERP system, building transferable skills applicable to any cloud-based accounting or ERP platform.

Proven track record in:

Accounting operations: General Ledger, Accounts Payable/Receivable, Reconciliations, Journal Entries, Credit Analysis, Financial Reporting

Customer & SaaS support: Ticketing systems, Troubleshooting, Onboarding, Client Success, Bug Documentation

Cross-team collaboration: Working with support, product, and development teams to resolve complex issues

Banking & finance: Corporate Credit, Customer Relations, Temenos-T24 Core Banking System

Tech-savvy and adaptable, with hands-on experience in Freshdesk, Freshchat, BambooHR, Notion, Trello, and R365 SaaS, plus a foundation in programming (Java, JavaScript, React, OOP) — enabling me to learn new platforms quickly, collaborate effectively with technical teams, and support digital transformation initiatives.

Education & Certifications

Bachelor of Business Administration: Al-Najah National University

Sep 2009 – Dec 2013

Software Development

Jan 2021 – Jul 2023

- Udemy - Online (Java, object-oriented programming, Data Structure and Algorithms, HTML, CSS)
- Gaza Sky Geeks: (AWS Certified Cloud Practitioner) course.
- Foothill Technology: Selected as one of the top candidates for the internal JavaScript & ReactJS internship program.

Professional Experience

Accounting Support Specialist (Remote) : Foothill Technology Solutions / Restaurant365 – USA

Sep 2023 – Present

- Specialized in the Accounting Module of the Restaurant365 SaaS platform, working daily with accounts payable, general ledger, reconciliations, and journal entries.
- Functioned not only as a support contact but also as an accounting operations specialist, applying accounting knowledge directly on a live ERP system.
- Assisted clients (restaurant operators, accountants, finance teams) in optimizing their accounting workflows, ensuring compliance and accuracy.
- Troubleshoot complex accounting and system issues, documented bugs, and coordinated with developers to resolve technical and financial discrepancies.
- Created process documentation, financial reports, and best practices guides to reduce errors and improve financial visibility.

- Key achievement: Built expertise equivalent to hands-on accounting work inside an ERP platform, making skills transferable to any SaaS accounting or restaurant finance system (e.g., R365, QuickBooks, Xero, NetSuite).

Frontend Internship Student: Foothill Technology Solutions, Nablus

Mar 2023 – Jul 2023

- Completed a structured JavaScript and ReactJS internship program
- Built and deployed multiple frontend projects
- Collaborated in an agile learning environment with regular peer code reviews and feedback

Corporate Credit Officer: Cairo Amman Bank, Nablus Jan 2020 – Oct 2022

- Managed meetings with corporate clients to discuss loan opportunities
- Prepared loan applications, analyzed client financial statements, and assessed risk ratios
- Developed payment plans and repayment schedules
- Delivered weekly financial reports and portfolio updates to management

Customer Relationship Officer: CRO, Cairo Amman Bank Mar 2015 –Dec 2019

- Handled client accounts using the Temenos-T24 banking system
- Supported clients with loans, deposits, and account services
- Managed cheque clearing, teller operations, and ATM cash replenishment/maintenance
- Ensured compliance with internal controls and banking regulations

Sales Manager: Al-ATABEH Trade Company, Nablus Sep 2012 – Feb 2015

- Oversaw daily sales operations and customer relationships
- Trained and supervised sales representatives
- Negotiated with vendors and managed product inventory

Skills

Personal: Communication, Creativity, Teamwork, Leadership, Organization, Team player,

Work: Sales, Accounting, Support specialist, Accounts Payable Specialist, Reconciliations, SaaS support specialist.

Software: AWS, JavaScript, ReactJS, OOP, Data structures and algorithms, HTML, CSS, MS Office, Notion/Trello, GitHub, T24 Banking system, PMA (Cheques Clearing System), Freshdesk, BambooHR, Fresh chat, Restaurant365 (ERB)

Languages

Arabic: Native

English: Fluent

Spanish: Beginner: Actively learning)