

Mohammad Said "Mohammad Nimr" Shebli

ERP Specialist

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 Nablus, Palestine

 Jordanian

 shebli91  Mohammad Shebli

Profile

ERP & SaaS Support Specialist with 10+ years' experience in banking, corporate credit, and cloud operations. Expert at optimizing enterprise ERP solutions, with strengths in accounting, finance, operations, and client success. Skilled in full-cycle ERP support, including financial ops, reconciliations, workflow automation, and process improvements for accuracy and efficiency.

Combining accounting expertise with programming skills (Java, JavaScript, React, Node.js, Express, MongoDB), I bridge business and technical needs, enabling seamless team collaboration and quick adaptation to ERP/CRM platforms like R365, NetSuite, Odoo, and SAP.

Professional Experience

ERP & Customer Success Specialist,

Foothill Technology Solutions / Restaurant365 - USA

09/2023 – Present

USA/Remote

- Deliver expert ERP support across Accounting, Operations, and POS modules, optimizing financial data accuracy, ensuring seamless system integrations, and maximizing operational efficiency for the organization.
- Execute comprehensive financial and operational responsibilities within ERP platforms, working across Accounts Payable, General Ledger, reconciliations, inventory management, and employee time tracking (punches).
- Troubleshoot and resolve complex issues related to accounting workflows, POS synchronization, and inventory discrepancies. Document software bugs and collaborate closely with developers to implement system improvements.
- Create and update training materials, standard operating procedures (SOPs), and best-practice documentation to enhance user adoption and minimize recurring issues.
- Key Achievement: Developed end-to-end ERP expertise across financial and operational modules, with transferable skills applicable to top SaaS platforms, including R365, NetSuite, Odoo, and QuickBooks Online.

Frontend Internship Student, Foothill Technology Solutions

03/2023 – 07/2023

Nablus

- Completed a structured JavaScript and ReactJS internship program
- Designed, built, and deployed several responsive frontend projects, applying best practices in coding and user experience.
- Worked in an agile team environment with peer reviews and code iterations.

Corporate Success and Credit Manager, Cairo Amman Bank

01/2020 – 10/2022

Nablus

- Partnered with corporate clients to identify financing needs, facilitate meetings, and explore tailored loan solutions, ensuring alignment with company objectives and risk policies.
- 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
- Strengthened customer retention through relationship management and tailored financial solutions.

- Supervised and trained Elite Customer Service and loan officers across three branches.

Customer Success Officer (CSO), Cairo Amman Bank

03/2015 – 12/2019

Nablus

- Handled client accounts using the Temenos-T2 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

09/2012 – 02/2015

Nablus

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

Certifications

Software Development, (Udemy)

01/2021 – Present

- Backend: - Node.js, Express, MongoDB, Mongoose, REST APIs, Authentication, Security, Deployment, OOP, Data Structures, Algorithms.
- Frontend: - HTML, CSS, JavaScript, ReactJS.

AWS Certified Cloud Practitioner, Gaza Sky Geeks

Foothill Technology Internship (JavaScript & ReactJS)

Key Skills & Strengths

ERP & SaaS Systems

Implementation, Configuration, and Support of Cloud ERP Platforms - including Accounting, Operations, and Financial Modules. Experienced with systems such as Foodics, NetSuite, Odoo, and similar enterprise environments.

Accounting & Financial Operations

Accounts Payable/Receivable, Reconciliations, General Ledger, Journal Entries, Financial Reporting, Credit Analysis, Process Optimization.

Programming & Technical Skills

JavaScript (ES6+), Node.js, Express.js, ReactJS, MongoDB, Mongoose, REST APIs, HTML, CSS, OOP, Authentication, Integration, and System Performance Optimization.

Tools & SaaS Ecosystem

Freshdesk, Freshchat, BambooHR, Notion, Trello, and ticketing/workflow management systems.

Soft Skills

Analytical Thinking, Problem Solving, Communication, Leadership, Process Improvement, Cross-Team Collaboration.

Languages

Arabic

Native

English

Fluent

Spanish

Beginner

Education

Bachelor of Business Administration, Al-Najah National University

09/2009 – 12/2013