

# ABDULLAH GHAZAL

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## OBJECTIVE

A specialized accountant and graduate of the College of Commerce and Economics, with practical experience in accounting, data entry, and customer service. Worked as an accountant at Zanobia Marble and Ceramic Factory, and as a data entry specialist at Alharam Transfer, in addition to customer service roles at Syriatel. Possess strong skills in managing accounts, budgets, and analyzing financial data, as well as proficiency in various accounting software. My objective is to work in a professional environment that values efficiency and dedication, where I can further develop my skills and knowledge in the field and achieve sustainable success.

## EXPERIENCE

2020 - 2023

### Zanobia Marble and Ceramic Factory

Accountant

Managed financial accounts for the factory, including reviewing invoices and preparing monthly budgets.

Monitored cash flow and managed company bank accounts.

Conducted detailed analysis of financial data to identify financial trends and insights for the company.

Prepared monthly and annual financial reports and presented them to management and stakeholders.

2018 - 2020

### Haram transfer

Data Entry

Accurately entered data according to established procedures in the data entry department.

Handled customer inquiries regarding data and addressed their needs.

Verified the accuracy of entered data and corrected any potential errors.

Provided support and guidance to customers in using the company's data entry platforms.

Collaborated with the team to achieve efficiency and quality in data entry and customer service.

2016 - 2018

### Syriatel

Customer Service Representative

Handled customer inquiries and needs via phone, email, and live chat.

Directed customers to appropriate services and resolved technical and billing issues.

Recorded and managed customer data in the company's database system.

Collaborated within a team to develop customer service policies and improve service quality.

## EDUCATION

2022

### Damascus university

Bachelor of Commerce and Economics

At first year

### Syrian virtual university

MBA

## SKILLS

- Accounts and budget management.
- Financial data analysis and preparation of financial reports.
- Proficiency in accounting software such as Excel ,Alameen,Alrasheed and Alsahli
- Organizational and time management skills.
- Strong communication and problem-solving abilities.
- Ability to work under pressure and maintain focus and accuracy.

## LANGUAGES

- Arabic (Native)
- English (Intermediate).