

CHOODAMANI PARAJULI (SUMIT)

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PROFESSIONAL SUMMARY

Accounting and finance professional with over five years' experience in banking software support, including 11 months leading a 12-person customer support team. Currently studying a Master of Professional Accounting at King's Own Institute in Sydney, covering AASB/IFRS reporting, financial analysis and business communication. Brings together practical experience in banking systems with postgraduate accounting study, and is looking for a graduate-level role in accounting, accounts payable/receivable or finance in Australia.

KEY SKILLS

- Financial reporting (AASB/IFRS)
- Financial analysis
- Cost accounting
- Budgeting and forecasting
- Year-end accounting processes
- Microsoft Excel and Office
- Core banking systems (Infinity)
- Payment gateway operations
- Team leadership and supervision
- Staff training and development
- Stakeholder and client communication
- Xero and MYOB

PROFESSIONAL EXPERIENCE

Customer Support Supervisor

Aug 2024 – Jun 2025

Ankur Infotech Pvt. Ltd., Butwal, Lumbini, Nepal

- Supervised the day-to-day work of a 12-person customer support team, keeping service quality high across the company's banking software products.
- Cut average ticket resolution time by simplifying the escalation process for core banking and transaction queries.
- Ran performance reviews and organised training that helped the team get better across three banking product lines.
- Worked closely with the development and finance teams so clients got what they needed without delays.

Senior Customer Support Representative

Aug 2022 – Aug 2024

Ankur Infotech Pvt. Ltd., Butwal, Lumbini, Nepal

- Main point of contact for over 100 banking clients across Nepal, handling complex issues on the Core Banking Solution (Infinity), payment gateways and year-end accounting processes.
- Trained and supported new team members, helping lift the overall quality of the team's responses.
- Wrote the client onboarding guide that the support team still uses as its standard reference.

Customer Support Representative

Jul 2020 – Aug 2022

Ankur Infotech Pvt. Ltd., Butwal, Lumbini, Nepal

- Provided front-line technical and customer support for core banking software used by several financial institutions.
- Built a solid understanding of banking operations, accounting workflows and client communication, which led to promotion within two years.
- Regularly praised by clients for clear, accurate and timely answers to financial software questions.

EDUCATION

Master of Professional Accounting

Mar 2026 – Present

King's Own Institute (KOI), Sydney, Australia

- Currently enrolled, with credit for three units completed at the University of Newcastle. Core subjects include Financial Accounting (ACC701), Business Communication (BUS709) and Economics (BUS700).
- Relevant coursework: AASB/IFRS financial reporting standards, intangible asset reporting for ASX-listed entities, macroeconomic modelling.

Master of Professional Accounting (Advanced) — 3 Units Completed

Trimester 3, 2025

University of Newcastle, Australia

- Completed Financial Accounting 1 (PACC6000), Management Accounting (PACC6001) and Corporate Finance (PACC6003). Units credit-transferred to the Master of Professional Accounting at King's Own Institute.

Bachelor's Degree, Accounting and Finance

Jan 2018 – Dec 2022

Tribhuvan University, Nepal

- Covered financial accounting, auditing, taxation and business finance, with a strong base in financial reporting, cost accounting and quantitative analysis.

KEY ACHIEVEMENTS

- Promoted to Supervisor within four years, moving from front-line support to leading a 12-person team.
- Supported over 100 banking clients across Nepal with no escalated complaints during this time.
- Received formal recognition from the Managing Director for team morale and analytical thinking.
- Moved from Nepal to Sydney to take up postgraduate study in accounting.
- Completed an in-depth intangible asset analysis of ASX-listed companies under AASB 138 and AASB 136 as part of postgraduate coursework.

ADDITIONAL INFORMATION

Languages: English (fluent), Nepali (native)

References: Available on request