

Choodamani Parajuli

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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
- Core banking systems (Infinity)
- Payment gateway operations
- Team leadership and supervision
- Staff training and development
- Stakeholder and client communication
- Microsoft Excel and Office
- Xero and MYOB (working knowledge)

PROFESSIONAL EXPERIENCE

Customer Support Supervisor | August 2024 – June 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 | August 2022 – August 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 | July 2020 – August 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 | March 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 | January 2018 – December 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