

ANN MARY TITTO

FINANCIAL ANALYST - Financial Auditor, Accountant, Financial Advisor

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📍 Ontario

[LinkedIn](#)

SKILLS

- **Accounting Tools:** ERP, CRM, Fixed Asset Modules, Inventory Management, Financial Software Integration.
- **Financial Reporting:** Statement Generation, Month-End Closing, Budget Preparation, Variance Analysis.
- **Ledger Operations:** Ledger, Journal Entries, Trial Balance, Ledger Reconciliation, Account Adjustment.
- **Order Management:** Sales Orders, Invoice Processing, Cr/Dr Notes, Payment Reconciliation, Purchase Order.
- **Auditing & Taxation:** Bank Reconciliation, Tax Calculations, Account Auditing, Checks, Financial Controls.

WORK EXPERIENCE

Customer Service Specialist

February 2024 – Present

Optima Communication – Toronto Hydro

Ontario

- Analyzed 100+ daily customer inquiries utilizing account management systems, integrated billing software, and multi-channel communication to ensure 98% accuracy in data-driven customer information dissemination.
- Redesigned complaint management workflows by leveraging advanced CRM ticketing modules, and SLA-based response, resulting in a 27% reduction in mean time to resolution (MTTR) within the initial operational quarter.
- Administered service transfer and account termination protocols via composed billing systems, plan configurators, and transactional validation mechanisms, maintaining data integrity across 500+ client accounts monthly.
- Monitored client account data by applying real-time database replication techniques, access control, audit logging systems, and data encryption protocols, ensuring 100% compliance with organizational data governance policies.
- Coordinated interdepartmental escalations through comprehensive case documentation, priority classification, and lifecycle tracking systems, improving follow-up efficiency by 38% and enhancing customer retention metrics.

Customer Service Representative

December 2023 – February 2024

Optima Communication

Ontario

- Managed 80+ inbound telephonic engagements daily utilizing automated call distribution (ACD) infrastructure, interactive voice response (IVR) systems, knowledge management repositories, and cloud-based appointment.
- Executed real-time payment transactions through encrypted payment gateways, and compliance adherence protocols involving KYC verifications and PCI DSS standards, sustaining 99.5% transactional data.
- Recorded and escalated service requests via customer relationship management (CRM) platforms integrated with intelligent ticket routing engines, and issue pattern recognition dashboards, improving root cause traceability.
- Facilitated cross-functional collaboration via enterprise-grade communication suites, and centralized knowledge base ecosystems, resulting in a 15% gain in interdepartmental synchronization and operational throughput.
- Mitigated client grievances through procedural de-escalation blueprints, and resolution protocol scripting aligned with quality assurance (QA) benchmarks, contributing to an 18% decline in repetitive incident recurrences.
- Amplified customer experience (CX) metrics by integrating continuous feedback collection loops, and performance analytics dashboards with KPIs tied to Net Promoter Score (NPS), yielding a 12% boost in client loyalty.

Assistant Accountant

August 2020 – February 2021

IPR Holidays

India

- Analyzed 500+ general ledger (GL) entries monthly using stratified audit sampling, ledger reconciliation, and anomaly detection models powered by statistical control processes, reducing aggregate error margins by 22%.
- Executed statutory and internal audits by applying accounting standard frameworks (e.g., IFRS/GAAP), pre-defined audit program modules, and regulatory compliance matrices to deliver timely financial audit packages.
- Coordinated end-to-end accounts payable and receivable cycles via enterprise resource planning (ERP) suites, employing dual-entry accounting principles, and vendor payment workflows to ensure liquidity transparency.
- Performed high-frequency bank reconciliations by extracting and analyzing statements, electronic fund transfer (EFT), and cheque lifecycle records using reconciliation algorithms, elevating cash position accuracy by 19%.
- Maintained regulatory-compliant document retention systems leveraging indexed digital archiving, and audit trail enforcement protocols to meet both statutory requirements and internal audit readiness standards.
- Streamlined month-end close cycles through batch journal entry generation, real-time ledger adjustment routines, and balance sheet review automation, reducing close timelines by 14% while improving reconciliation fidelity.

EDUCATION

Post Graduate Certificate in Advanced Professional Accounting

September 2022 – July 2023

York University, Ontario

Post Graduate Certificate in Accounting

September 2021 – May 2022

York University, Ontario

Bachelor of Commerce: Finance and Taxation

August 2017 – March 2020

Mahatma Gandhi University, India