

Naif Al-Zahrani

Senior Refund Auditor | Operations Automation Specialist

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SUMMARY

Senior Refund Auditor at ZATCA with over four years of experience, where most of my work is studying refund cases and processing payments. Self-taught in Python and SQL, I build the internal tools my team uses day to day — desktop applications and local databases that took recurring work out of Excel and cut the time it takes to process and track our work.

EXPERIENCE

Senior Refund Auditor – ZATCA, Riyadh May 2024 – Present

- Study refund cases, reviewing their documentation in detail to determine the correct refund treatment, and process the resulting payments.
- Act as a reference point for process and tooling questions within the team.
- Automate repetitive checks, moving recurring lookups out of spreadsheets into a local database to save time.
- Lead the automation of the team's recurring tasks, designing and maintaining the Python/SQL tools described below.

Refund Auditor – ZATCA, Riyadh Oct 2022 – May 2024

- Reviewed refund applications, checking claimed amounts against records and verifying accuracy before processing payments.
- Identified duplicate and erroneous refund transactions and corrected them, reducing rework and repeat errors for the team.

Trainee – Binaa / Al-Kafaat Program Sep 2021 – Oct 2022

- Completed a structured professional development program, building the accounting and operational foundations later applied in the refund audit role.

AUTOMATION PROJECTS

- **Direct – Master File Manager** (Python, Tkinter, SQLite). Desktop application that replaced the Excel master file entirely: records are edited, audited, and de-duplicated directly in the app, new payment batches sync in automatically instead of being added by hand, and filtered searches and datasets export to Excel on demand. Cut processing time and reduced manual errors.
- **Excel Branch Sync Tool** (Python). Auto-syncs employees' branch files to the master file as cells are edited, removing manual collection and giving the manager a live view of assigned work and its progress.
- **Email Automation Tool** (Python, Outlook). GUI application that generates and sends formatted notices automatically, removing the manual work of preparing and sending them one by one.
- **Data & reporting scripts.** Various Python and SQL utilities for cleaning data, reconciling records, and turning team data requests into ready-to-use Excel files. All built self-taught, on top of the daily audit work.

EDUCATION

Bachelor of Accounting – Umm Al-Qura University • GPA 3.56 / 4 2015 – 2019

SKILLS

Audit & Tax: Refund case review, payment processing, compliance review, transaction reconciliation

Programming: Python, SQL, GUI development (Tkinter), SQLite

Tools: Microsoft Office (advanced Excel), Outlook automation, internal tooling