

MADIHA GOHAR

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Address : Soan Garden , Islamabad

OBJECTIVE:

A highly motivated and detail-oriented accountant in managing financial records, preparing reports, and ensuring compliance with regulatory requirements. Seeking to utilize expertise in financial analysis, accounting software, and problem-solving skills to contribute to the financial success and growth. Committed to accuracy, efficiency, and delivering timely financial insights to support decision-making processes.

PROFESSIONAL EXPERIENCE:

- **ELAAN MARKEING ,GULBERG GREEN ISLAMABAD** (2022-Currently Working)
Customer Facilitation Officer
 - Initiate and manage the recovery process for overdue instalments. Ensure that outstanding balances are collected in a timely manner.
 - Reconcile bank accounts, credit card statements, and property operating accounts regularly.
 - Provide customer support and guidance.
 - Work closely with the legal team when escalation is needed, and assist in initiating legal proceedings.
- **THE SPIRIT SCHOOL,SOHAN ISLAMABAD** (2016-2022)
Accountant/Admin
 - Oversee the collection of school fees, maintain accurate student fee records, and ensure timely payment reminders are sent to parents/guardians.
 - Perform regular bank reconciliations to ensure that the school's accounts are accurate and up-to-date.
 - Assist in processing payroll for school staff, ensuring accurate and timely payments,as well as compliance with relevant regulations.
 - Assist with the preparation of financial reports for the school administration, including monthly and annual statements, budget tracking, and variance reports.
 - Maintain and reconcile the school's petty cash account, ensuring that records are accurate and receipts are provided for all transactions.
- **TELENOR ,EAZYPESA** (2015-2016)
Customer Facilitation Officer (Online Banking)
 - Provide efficient and effective assistance to customers regarding online banking inquiries, issues, and troubleshooting through phone, email, or live chat.
 - Assist customers in managing their online accounts, such as setting up online banking, resetting passwords, enabling security features, and handling transactional inquiries.
 - Address and resolve issues related to online banking services, such as login issues, payment failures, and technical difficulties, ensuring that customers' concerns are resolved promptly.
- **EDUCATION**
 - Masters in Urdu (University of The Punjab-2019)
 - Masters in Political Science (University of The Punjab-2014)
 - Bachelor in Arts (AIU-2012)