

**MADIHA BASHIR**  
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To work in a talent orientated organization where my skills, experience, and knowledge may significantly contribute to the organizational growth and Profitability

## EXPERIENCE

### **IBEX Pakistan (TRG):**

#### **TALENT ACQUISITION OFFICER (FEB'21-FEB 22)**

- Deal and interact with every person coming for the interview
- Conduct the initial screening interview of the candidate and find a suitable applicant
- Conduct a telephonic interview of the applicant and schedule the suitable for the vacant position to align them for Face to face interview.
- Counsel the candidates for the final interview.
- Give them a guideline regarding the test

#### **FOOD PANDA- APAC CUSTOMER SUPPORT EXECUTIVE (AUG'20 - JAN 21)**

- Working for APAC region as Customer Support Executive with hands-on experience in Handling Customers on a daily basis for activation and on boarding.
- Dealing with Escalated customers on daily basis and helping them resolve their issues and turn their Experience around with the company.
- Experienced in using 'salesforce' application to access customer's databases.

#### **FOOD PANDA- PK CUSTOMER SUPPORT EXECUTIVE (DEC'19-AUG'20)**

(Email and Chat Support Agent)

- Reviewed transaction history and issued replacement, refund & adjustments on customer orders.
- Experienced in using CCA software to access customer's databases & track order deliveries branch.

### **ZAINAB PUNJWANI HOSPITAL:**

#### **FRONT DESK OFFICER (2 MONTHS)**

- To deal and interact with all patients and their quires.
- Make a computerize slip for any medical procedure
- To carry out the procedures of patients from admission till the clearance with their complete billing.
- Arrange an appointment of the patient concerning to the availability of the Doctor.

## EDUCATION

2022 IN PROCESS MASTERS, UNIVERSITY OF KARACHI, MS IN PSYCHOLOGY
2016 BACHELORS, FEDERAL URDU UNIVERSITY OF ARTS, SCIENCE, AND TECHNOLOGY
2014 INTERMEDIATE, ISLAMIA GOVERNMENT DEGREE COLLEGE
2012 MATRICULATION, BAHADURYAR JUNG SCHOOL

## SKILLS

<ul style="list-style-type: none"><li>● Team Player</li><li>● Interpersonal Skills</li><li>● Tech Savy</li><li>● Counseling</li></ul>	<ul style="list-style-type: none"><li>● Adaptable</li><li>● Fast Learner</li><li>● List one of your strengths</li><li>● Talent Acquisition</li></ul>
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