

Fatima Tariq Ghor

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EXPERIENCE

Appedology, Karachi — *Billing Coordinator*

June 2022 - Current

Contacted and restructured payment plans for delinquent clients, and referred overdue payments to collections. Streamlined invoicing procedures with accounting and contracts teams, and resolved billing variances for accurate records.

Zue Pvt. limited, Karachi — *Customer Service Representative*

April 2021 - June 2022

Contacted delinquent clients to restructure payments and referred overdue payments to collections. Streamlined invoicing with accounting and contracts teams, and resolved billing variances for accurate records.

Horizon Technologies, Karachi — *Customer Service Representative*

October 2019 - February 2020

Prioritized customer satisfaction by implementing effective strategies to address needs and concerns. Maintained accurate customer records, provided primary support, and offered personalized assistance.

EDUCATION

Virtual University of Pakistan

Associate Degree Program in Business Administration—2023

College of Tourism & Hotel Management (COTHM)

2023-2024, Graduate Diploma in Hospitality Management

Govt. Degree College for Women Nazimabad, Karachi — certificate

2017-2018, pre-Medical

New Heaven Academy, Matriculation — *certificate*

2016-2017, Pre-Medical

SKILLS

Microsoft word

Microsoft PowerPoint

Microsoft Excel

LANGUAGES

English and Urdu