

## **Gikamo Gasing**

Port Moresby 121, NCD | Mobile: (675) 79908600 | 74214403

[gikamo.gasing21@gmail.com](mailto:gikamo.gasing21@gmail.com) | <https://www.linkedin.com/in/gikamo-gasing-7590471b2/>

Graduate Accountant | Customer Service | Client Relationship, Support & Communication

---

### **Professional Summary**

Customer-focused and goal-oriented professional with a background in accounting, finance, and administration. Adept at customer service, new account processing, and digital banking support. Strong communication skills, a proactive approach to problem-solving, and the ability to build positive customer relationships. Highly organized, detail-oriented, and capable of managing multiple responsibilities efficiently.

---

### **Key Skills and Competencies**

- Customer Service & Client Support
  - New Account Processing & Compliance
  - Banking & Financial Services Knowledge
  - Digital Banking & Mobile Apps Support
  - Problem-Solving & Conflict Resolution
  - Financial Reporting & Account Management
  - Communication & Relationship Building
  - ERP Systems: MYOB, EPICOR
  - Time Management & Multitasking
- 

### **Education**

- **Bachelor of Accounting** | PNG University of Technology, 2022
  - **Diploma in Commerce** | PNG University of Technology, 2019
- 

### **Work Experience**

#### **Accounts Receivable – Credit Controller**

##### **Seeto Kui (Holdings) Ltd | Oct 2023 – Apr 2024**

- Guided clients through payment processing and account updates.
- Ensured 100% accuracy in customer account records and financial documentation.
- Addressed customer queries, ensuring clear communication of account details and resolutions.
- Strengthened client relationships by providing excellent customer service and timely responses

#### **Freelance Bookkeeper**

##### **Hiroh Investment Ltd – Hiroh Coffee | February 2023 – February 2024**

- Managed over 50 monthly transactions with a 99% accuracy rate.
- Ensured compliance with financial regulations and improved reporting accuracy by 10%.
- Assisted customers with account inquiries, reconciliations, and financial documentation

## **Treasurer (Volunteer)**

### **Kayana Small Business Group | 2022**

- Handled financial records and transactions with transparency and accountability.
- Provided financial reports and ensured compliance with financial policies.
- Engaged with members, answering financial-related inquiries and assisting with account contributions.

---

## **Education & Certifications**

- **Bachelor's Degree in Accounting**  
PNG University of Technology, 2022
- **Diploma in Commerce**  
PNG University of Technology, 2019

## **Certificate in Job Training and Success**

Seeto Kui Holdings Ltd (HR Department), Feb 2024

- Enhanced understanding of business etiquette, time management, and goal setting.

---

## **Professional Development**

- Professional Development & Technical Proficiency
  - ✓ Proficient in ERP systems and Microsoft Office Suite.
- Knowledge of banking regulations, compliance, and digital financial platforms.
- Strong ability to assist customers with digital banking tools and troubleshooting.

---

## **Achievements & Strengths Aligned to Role**

- **Customer Engagement & Support:** Experienced in guiding clients through financial processes and resolving inquiries efficiently.
- **New Account Processing:** Knowledgeable in assisting customers with account creation, document verification, and regulatory compliance.
- **Digital Banking Advocacy:** Skilled in promoting mobile banking, internet banking, and ATM services to customers.
- **Problem-Solving & Conflict Resolution:** Adept at addressing customer complaints, ensuring quick and satisfactory resolutions.
- **Target-Driven Performance:** Committed to meeting customer service and branch account targets through proactive engagement.
- **Regulatory Compliance:** Ensures strict adherence to banking policies and financial transaction guidelines.

---

## **References**

- Available upon request.