

Date of Birth: 01-09-1991  
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Holding a valid Bahraini  
Driving License

### Education:

Mumbai Educational Trust, MET  
League of Colleges  
E-MBA-Banking, Financial  
Services and Insurance  
(2013 - 2015)

### Top Skills:

- Scheduling meetings.
- Calendar management.
- Microsoft Office.
- Handle sensitive and Confidential information with professionalism and integrity.
- Coordinating meetings.
- Effective communication.
- Event management.
- Social media management.

### Certifications:

- MS Excel Advanced Level  
Al Baraka Group – May 2018
- Internal Control  
Al Baraka Group – July 2018
- Accounting Package- Tally  
St. Angelo's Professional  
Education- 2010

### Hobbies:

- Baking
- Dancing
- Making candles

# Tracy Genevive Mendonca

Bahrain



## Work Experience

### **Palm Capital W.L.L.**

Secretary to Executive Directors - January 2021 - Present (5 years 2 month)

## Administrative Support

- Provided high-level administrative support to Executive Directors and the Office Manager, ensuring smooth and efficient daily office operations.
- Managed Executive Directors' calendars, scheduled meetings and appointments, and optimized time management across competing priorities.
- Handled sensitive communications (emails, phone calls, and correspondence) with discretion, professionalism, and timely follow-up.
- Assisted in compiling and preparing **Board Packs for Board Meetings**, ensuring accuracy, confidentiality, and timely distribution.
- Coordinated complex international travel arrangements, including flights, accommodation, and ground transportation, liaising with multiple travel agencies.
- Successfully managed end-to-end visa application processes for international travel, including the USA, UK, Schengen countries, and South Korea.

## Payments & Documentation

- Organized and maintained structured electronic and physical filing systems to ensure easy retrieval and compliance.
- Processed essential payments (including EWA and GOSI) accurately and within required timelines.
- Proactively managed documentation and renewal processes for CPR, resident permits, and vehicle insurance, ensuring compliance and preventing delays or lapses.

## Marketing & Events Coordination

- Acted as the primary liaison between management and PR agencies for marketing and communication initiatives.
- Organized and coordinated quarterly marketing meetings, including agenda preparation, action plan development, and follow-up tracking.
- Collaborated with management to refine social media calendars, contributed to the development and execution of marketing strategies, and monitored performance metrics.
- Provided strategic feedback to PR agencies, contributing to a **30% increase in social media followers**.

- Coordinated community and corporate events, including children's activities and performances during **Eid** and **Bahrain National Day** celebrations.
- Supported and facilitated **Breast Cancer Awareness campaigns** in collaboration with PR teams.
- Managed the organization of a **Padel Tournament (2022)**, coordinating with internal teams and external stakeholders to ensure successful execution.

### **Palms School**

Accountant- September 2018 - August 2019 (1 year)

- Recorded and processed journal entries and maintained general ledgers to ensure accurate documentation of business transactions using Tally ERP 9.
- Issued invoices and receipts for school fee collections, ensuring timely and accurate processing.
- Prepared and maintained income reports on shared networks for the School Principal and other stakeholders.
- Managed petty cash for daily school activities, ensuring proper documentation and accountability.

### **Al Baraka Banking Group (ABG)**

Summer Intern- April 2018 - July 2018 (4 months)

- Conducted in-depth research and development on the African banking systems in countries such as Rwanda, Kenya, Tanzania, and Uganda.
- Analyzed and reviewed country-specific growth trends, market share, and peer bank rankings.
- Prepared comprehensive presentations on key performance indicators (KPIs) and provided strategic feedback to support decision-making processes.

### **Al Zain Jewelry**

Merchandise Assistant- February 2016 - July 2017 (1 year 6 months)

- Prepared, analyzed, and maintained stock and sales reports for various brands and collections, providing valuable insights to the management.
- Assisted the manager in analyzing sales data to facilitate the segregation, distribution, and rotation of jewelry to branches based on performance metrics.
- Organized and presented jewelry collections for Product Development Meetings (PDM) with top management, the factory manager, and key stakeholders.
- Updated design records and production priorities for the factory and Al Zain collections, ensuring accurate and timely information sharing across teams.
- Followed up with the factory manager to track the production and delivery timelines of prototypes and production orders, ensuring deadlines were met.