



# Tracy Genevive Mendonca

Bahrain

Results-driven administrative and marketing professional with 7+ years' experience supporting 3+ Executive Directors and an Office Manager. Skilled in calendar management, board coordination, international travel and visa processing (50+ visas), payments, and compliance for 20+ employees, with a strong focus on confidentiality and efficiency.

## Work Experience

### Palm Capital W.L.L.

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

### Administrative & Executive Support

- Provide high-level administrative support to **3+ Executive Directors** and the Office Manager, ensuring seamless day-to-day operations.
- Manage complex calendars, meetings, and schedules across multiple senior stakeholders.
- Handle confidential correspondence and communications with professionalism and discretion.
- Prepare and coordinate Board Packs for Board Meetings, ensuring accuracy, confidentiality, and timely distribution.
- Coordinate complex international travel arrangements, liaising with multiple travel agencies.

### Visa, Payments & Compliance

- Successfully managed **20+ USA visa**, **75+ Schengen visa**, and **4+ South Korean visa** applications with a strong approval record of accomplishment.
- Oversee CPR and Residence Permit renewals for **20+ employees**, ensuring full regulatory compliance.
- Manage renewal and documentation for **20+ vehicle insurance policies**, preventing lapses and penalties.
- Process essential payments (EWA, GOSI, and related expenses) accurately and within deadlines.
- Maintain structured electronic and physical filing systems for efficient document retrieval.

### Marketing & Events Coordination

- Act as primary liaison between management and PR agencies for marketing initiatives.

Date of Birth: 01-09-1991

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## Additional information:

Holding a valid Bahraini

Driving License

## Top Skills:

- Executive & Administrative Support
- Office & Operations Coordination
- Calendar & Meeting Management
- Board Meetings & Board Packs
- Confidential Documentation Handling
- Travel, Visa & Accommodation Coordination
- Payments Processing & Compliance Documentation
- Event & Corporate Function Coordination
- Marketing & PR Coordination
- Microsoft Office Suite (Word, Excel, PowerPoint)

### 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

### Education:

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

### Hobbies:

- Baking
- Dancing
- Making candles- Volunteered  
for a Candle-Making  
Workshop at Thinkinc.me in  
February 2026.

- Coordinate quarterly marketing meetings, including agendas, action plans, and follow-ups.
- Support social media planning and campaign execution, contributing to a **30% increase in followers**.
- Coordinate corporate and community events, including EID and Bahrain National Day celebrations.
- Supported Breast Cancer Awareness campaigns and managed company-wide events, including a **Padel Tournament (2022)**.

### **Palms School**

**Accountant- September 2018 - August 2019 (1 year)**

- Maintained general ledger and journal entries using Tally ERP 9.
- Issued invoices and receipts for school fee collections.
- Prepared income reports for school management.
- Managed petty cash with proper documentation and controls.

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

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

- Conducted in-depth research on the African banking systems (Rwanda, Kenya, Tanzania, and Uganda).
- Analyzed market trends, peer rankings, and growth performance.
- Prepared KPI-based presentations to support strategic decision-making.

### **Al Zain Jewelry**

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

- Prepared stock and sales reports for management review.
- Assisted the Head of Merchandising with sales analysis and inventory allocation across Three Bahrain branches and multiple GCC locations.
- Coordinated product presentations for 100+ jewelry items with management and factory teams.
- Tracked production timelines and maintained accurate design and delivery records to ensure on-time execution.