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**Tracy Genevive Mendonca**

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**PROFESSIONAL SYNOPSIS**

* Proficient in preparing, maintaining, analyzing reports & working on ERP.
* Proficient & efficient in working on MS Excel, MS Word, MS Power Point and Outlook.
* A keen analyst with exceptional communication and relationship management skills.
* Knowledge in banking and insurance products and services.
* A good Team Player and ability to motivate others in work-life balance.

**QUALIFICATIONS**

* **e MBA-BFSI (BANKING,FINANCIAL SERVICES & INSURANCE)**

MUMBAI EDUCATIONAL TRUST (MET) 2015, Mumbai, India.

* **Bachelor of Commerce (Banking & Insurance)**

Ghanshymdas Saraf College 2012, Mumbai, India.

**PROJECTS**

* Study of Credit Monitoring and Wealth Management in bank of Baroda. (***Internship Project, May14-July14***)
* Study on Meeting the challenges of implementing Basel III (e-MBA Project).
* Study of Banc assurance - HDFC Bank & HDFC Standard Life.

**SKILLS**

* Advance Excel (Al Baraka Banking Group Training)
* Internal Control (Al Baraka Banking Group Training)
* Accounting package tally ERP 9
* ERP: Microsoft Dynamics AX, Microsoft Office Outlook, Effission (Used in major jewelry and retail market)

**ORGANISATIONAL EXPERIENCE**

**Company : Palms SchoolDuration: 11 Months (Sept 18- August 2019)**

**Job title : Admin cum Accountant**

***Reporting****: - Reporting to School Principal and Admin Head*

***Key Tasks Handled***

* Helping office staff in the admission process, informing parents the fee structure, mode of payment etc.
* Posting and processing journal entries and general ledgers to ensure all business transactions are recorded using Tally ERP 9.
* Prepare and maintain accounting documents, records and assist with reviewing of expenses, payroll records during audit.
* Prepare bank deposits and Reconciling accounts in a timely manner.
* Issuing Invoices for collection of fee’s, collecting the Fee’s and issuing the Receipt.
* Prepare and Maintain reports on Google Docs for the School Principal & stakeholders.
* Preparing & Maintaining the Petty Cash for the daily activity in the School.
* Follow up with Parents for the collections of fee’s as and when required.
* Helping the school staff in their activities like School Clubs, Sports day Activity, Annual Day etc.
* During my tenure I also had an opportunity to be with pre-school children (age group 3-5years) for two months in KG KIDS School.

-My task there was to interact with the parents in regards with the club fee, timings of the club.

-Prepare and maintain forms before and after the club.

-Maintain financial records for the same and at the end of each week make arrangements to deposit the amount after informing the stakeholders.

-Regularly monitoring the classrooms, accompany the teachers and kids to the play ground as and when required.

**Company : Al Baraka Banking GroupDuration: 3 months 15 Days (Apr18–Jul 18)**

**Job title : Summer Intern**

***Reporting****: - Reporting to Assistant Vice President - Strategic Planning*

***Projects:***

* A Research on the African Countries (Kenya, Rwanda, Tanzania, & Uganda).
* Study of Africa’s Economic&demographics overview, government strategies, interest rates, exchange rates, taxation and trade affairs.
* Study on the Banking Landscape, especially the Islamic banking sector.
* Study of the Annual Business Plan of Al Baraka Banking Group (ABG)
* Detailed study on the annual business plan of each unit of Al Baraka Bank.
* Study on the plans and procedures to improve their Digitalization plan, Inter-Unit Business.
* Study of the different KPIs of each unit.
* Market Competition Report of Al Baraka Units
* Study and analyze each unit, their Growth, Market share and Ranking among its peer banks.
* Study, analysis and Prepare a Power Point Presentation on the KPIs, Charts and Comment on the same.

**Company : Al Zain Jewelry- Bahrain Duration: 1year and 5months (Feb 16–Jul 17)**

**Job title : AssistantMerchandise**

***Reporting****: - Reporting to Merchandise & Product head*  *Manager*

***Key Tasks Handled***

* Preparing, analyzing and maintaining the stock and sales report of different Brands and Collections of the company.
* Assisting manager in studying reports for segregation, distribution and rotation of jewelry to the branches based on the highest sale.
* Assembling and arranging Jewelry for the Product Development Meeting (PDM) with top management, Factory manager and stakeholders.
* Updating the Designs and Production priority for factory and Al Zain collections sheet on shared networks and Google drive on daily basis.
* Following up with the factory regarding the production and delivery of prototypes and production orders on regular basis.

**Company : ROYAL BANK OF SCOTLAND (Mumbai-India) Duration: 5months (Jun 15–Oct 15)**

**Job title : Personnel business banker-Collection and Recovery dept.**

***Reporting****: - Team Leader*

***Key Tasks Handled***

* Ensuring the cases werereviewed, processed and escalated as per the agreed turnaround time / service level agreement (SLA) while maintaining the accuracy in processing.
* To execute due diligence as per the defined process and guidelines
* Resolving queries to have end to end resolution and suggesting areas of improvement in the process
* To develop action plans on repeat KPI misses to eliminate recurrence.

Major Challenges:

* To ensure proper escalation in case of deviations from process
* Regular updates on changing policies & procedure requirements

**PERSONAL DETAILS**

* Date of Birth 1stSeptember 1991
* Current Address Flat No. 21, Bldg. No. 75, Rd No. 402, Block No.304, Manama Bahrain.
* Languages Known English, Hindi, Konkani.
* Driving License Holding Bahraini driving license.

Reference: Will be furnished upon request

I hereby affirm that the information in this document is accurate and true to the best of my knowledge.

**Place:** Bahrain Tracy G Mendonca