




# Rachel Furtado

Accounts/Admin Executive

+971 50 5797 831  
[rachel.eljc@gmail.com](mailto:rachel.eljc@gmail.com)  
Dubai, UAE.

## Work Experience

 **Front office & Admin Executive**  
**Renty Luxury Car Rentals LLC - Dubai, UAE**  
*July 2022 to Present*

- Attending incoming phone calls and assisting visitors/clients.
- Looking after office cleanliness and managing the office assistant.
- Ordering office supplies, stationery and pantry items.
- Scanning, printing and Filling of documents thereby acting as document controller.
- Drafting of letters, NOC, emails, salary certificate, etc.
- Custodian of official documents.
- Coordinating with PRO for staff visa and compliance with other procedures.
- Screening of resumes and contacting suitable candidates for interviews.
- Assisting the HR Incase of team building activities.
- Preparing documents for new car registration, renewals, bank loan and insurance.
- Checking of traffic fines and preparing reports.
- Providing data to accounts department with client details pertaining to traffic fines for invoicing.
- Informing Sales managers and accounts about traffic fines thereby ensuring the clients are well informed about dues to be paid.
- Coordinating with the GPS company for installation of device and obtaining GPS certificates.
- Renewing the car registration online using RTA website.
- Payment of traffic fines.
- Identifying IT needs and issues of employees and coordinating with outsourced IT professional.
- Coordinating with etisalat for SIM cards and Internet related queries.
- Creating Payment Links and sending the same to customers for payments.
- Tracking the payments received and tracing the agreements.
- Making report for payments and submitting to accounts.
- Applying for insurance and insurance claims Incase of accidents.

## Work Experience



### **Cashier cum Admin & Customer Service Coordinator Citizen Credit Co-operative Bank Ltd. Mumbai, India**

*June 2018 to March 2022*

- Processing financial transaction as per customer/clients request and thereby recommending banking products that meet their precise needs.
- Reconciliation of Payments, tallying accounts, maintaining Incoming and Outgoing Cash Records.
- Data Entry, Filling and record keeper of Branch Documents.
- Custodian of Cash, ATM Services (Cash Replenishment, tallying balances, reporting discrepancies), Cards and Passcodes.
- Processing Account Opening, verifying KYC documents and ensuring compliance as per RBI Guidelines.
- Cheque Instrument printing, posting, rectifying errors, scanning and forwarding to CTS Department of RBI.
- Remit funds via NEFT, RTGS.
- Manage phone calls, handling Customer Complaints, Queries and providing prompt resolution of the same.
- Monitoring Customer Accounts and carrying out risk categorization based on the annual turnover/balances in the accounts and reporting of Suspicious Transactions, if any.
- Processing Loan Applications, Documentation, conducting inspection visits and preparation of inspection reports.
- Record Keeping of Staff attendance, transfers, overtime allocation and reporting to HR.
- GST Data updation from tax invoices and payment of the same.
- Marketing of Insurance Products, Mutual Funds and conducting follow ups for premium payments.
- Handle Audit Queries and provide accurate information to facilitate smooth audit.
- Maintain Branch Stationery and safe keeper of Vault keys.
- Provide Training to New Recruits.

## Core Skills

- ♦ Accounting and finance concepts
- ♦ Tally & MS Office
- ♦ Customer service skills
- ♦ Data entry
- ♦ Book keeping
- ♦ Communication skills
- ♦ Creative Thinking & Effective Communication

## Education History

- ♦ **Junior Associate of Indian Institute of Bankers (JAIIB)**  
Indian Institute of Bankers, India    2019
- ♦ **Master of Commerce**  
University of Mumbai, India    2017 - 2019
- ♦ **Bachelor of Commerce BCOM**  
University of Mumbai, India    2014 - 2017

## COURSES AND CERTIFICATIONS

- ♦ **Tally ERP 9, 2015**

## PERSONAL INFORMATION:

**Date of Birth:** 11th April 1997

**Nationality:** Indian

**Visa Status:** Employment Visa

**Language Proficiency:** Verbal and written proficiency in English and Hindi



<https://www.linkedin.com/in/rachel-furtado-819a69141>

***References Available upon request.***