

REENA LAVITA FERNANDES

Front office Assistant cum Accounts Assistant

+971 50 830 4946 fernandesreens26@gmail.com Burjuman, UAE

SUMMARY

Dedicated Front Office cum Accounts Assistant seeking a position in dynamic organization where my strong administrative, organizational and customer service skills can contribute to the company's success of the organization. A highly motivated professional with over Seven Years of experience in office environments, adept at managing a wide range of tasks efficiently and effectively.

EXPERIENCE

01/2024 – 09/2024

Mangalore

Accounts Assistant

Medha

- Answering phone and dealing with initial enquiries
- Assisting in tally bills, receipts, sales and purchase entry
- Maintaining day-to-day employee records
- Managing incoming and outgoing mail and courier services
- Resolved customer complaints and issues in a timely and professional manner

07/2018 - 07/2023

Mangalore

Front Office Assistant cum Accounts Assistant

Daijiworld Media Private Limited

- Greeted incoming visitors and customers professionally and provided friendly, knowledgeable assistance.
- Kept reception area clean and neat to give visitors positive first impression.
- Responded to inquiries from callers seeking information.
- Routed incoming mail and messages to relevant personnel without delay.
- Maintained inventory of office supplies and placed orders.
- Supported office efficiency by performing clerical tasks such as data entry, photocopying, scanning, and faxing documents.
- Updated and maintained employee records to respond quickly to requests for information.
- Monitored employee attendance and performance to verify punctuality and absences filed paperwork, sorted and delivered mail and maintained office organization.
- Posting advertisement on Websites.
- Assisting in Tally Bills and receipts.
- Resolved customer complaints and issues in a timely and professional manner.

06/2016 - 06/2018

Surathkal, Mangalore

Front Office Assistant

Hindustan Petroleum Corporation

- Greeting and assisting phone calls and responding to email inquiries
- Managing incoming and outgoing mail and courier services
- Setting up and coordinating meetings and conference
- Maintained accurate records, files and performed data entry tasks
- Assisted with bookkeeping and record keeping tasks

EDUCATION

Bachelor of Arts (BA)
Mangalore University

Pre-University
Padua Pre-University

B.Tec HNC Aviation Course
Franfinn Institute of Air Hostes

SKILLS

- Proficient in Microsoft Office Suite (Word, Excel, Power point)
- Familiar with accounting software (Tally)
- Strong organizational and multitasking abilities
- Excellent communication and customer service skills
- Attention to detail and accuracy in financial reporting

LANGUAGES

- English
- Hindi

VISA STATUS

- Residence Visa

DECLARATION

I hereby declare that the information provided in this resume is true and accurate to the best of my knowledge and belief. I understand that any false information may disqualify me from consideration for employment or result in termination of employment if discovered after hiring.

Reena Lavita Fernandes