

# RACHAEL REBELLO

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Personal Information Nationality: Indian DOB: January 12th 1989 POB: Dubai Marital Status: Single.

## Academic Qualification

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<b>Bachelor of Business Administration</b>	-American Heritage University, Dubai, 2012
<b>Passenger Service Agent Diploma &amp; Air Ticketing Reservation</b>	-The Career Institute, Dubai, June 2007
<b>Higher Senior Secondary Certification</b>	-Comprehensive Education Institute, Dubai, 2006
<b>Senior Secondary Certification</b>	-Our Own English High School, Dubai, 2003

## Languages Known

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**English** – Fluent **Hindi & Konkani** – Conversational **Arabic & French** – Basic

## Profile

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Energetic, hard-working, with extensive experience working and communicating with high-profile multinational clients through exhibitions, trade fairs, events and customer relationship management.

## Professional Experience

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**Administrative Executive** GRB CORPORATION, GOA, INDIA (February to December 2019)

- Answered internal office calls, data entry, arranged and filed documents.
- Welcomed and directed visitors.
- Maintained diary, memo notes, updated calendar and gave reminders.
- Been the point of contact between office staff and office clients.
- Scheduled appointments and meetings.
- Assisted in preparation of meetings, conferences.
- Kept a track of office supplies and ordered in advance before the supplies got out of stock.

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**Receptionist** GRB CORPORATION, GOA, INDIA (February to August 2017)

- Ensured reception area was tidy and presentable, with all necessary stationery and material.
- Greeted and welcomed guests when they arrived and directed visitors to the appropriate person.
- Answered, screened and forwarded phone calls.
- Checked on emails from time to time.
- Provided basic and accurate information in person, phone and email.
- Made travel arrangements.
- Received, sorted and distributed daily mails and deliveries.
- Scheduled meetings for co-workers with clients through phone call and email.
- Performed other clerical duties printed, scanned, faxed and photocopied documents.

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**Service Quality Surveyor** RAK BANK HEAD OFFICE, DUBAI (September to December 2014)

- Contacted existing customers for customer satisfaction survey.
- Processed customer feedback via online data entry system in an effective manner.
- Handled customer inquiries and complaints in order to assure quality of customer service.
- Processed & followed up on escalations with the required department and updated escalation sheets.
- Attended trainings & meetings.
- Highlighted satisfied customers related to Customer Service Staff for appreciation.

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**Sales promoter** SAMSUNG, DUBAI (2013)

Gitex Shoppers

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**Events Coordinator** HOSTEX FZC, DUBAI (2008 – 2014 and 2015 – 2016)

Worked with clients - Dwtc, Info Salons Middle East, ITP Publishing, Messe Frankfurt, Dmg Events, Atlantis The Palm, Informa, Adnec

Worked at exhibitions, conferences, award show, events, wedding - Dubai International Motor Show, Gitex Trader's, Automechanika ME, Beauty World ME, Cityscape, Big 5, Gulfood, Arab Health, Microsoft Tech-Ed, Arabian Travel Market, Toc, Intersec, Bride Dubai, Arab Social Media Influencer Summit, Gulf Technology Cleaning Week, World Of Tobacco, MEC, Intelligent Energy Exhibition and Conference, Arab Health Congress - Private & Public Sector Conference, Airshow, ADIPEC, Al Faris Musical Drama, Hum TV Awards, Cicils Event, Sibos Closing, Hoteliers Awards, Aggarwal's Indian Wedding, Cosmopolitan ME, Windows magazine (Arabic & English Version), Gulfood Catalogues

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**Event Assistant/Supervisor** FLYING ELEPHANT, DUBAI (2007)

Dubai Summer Surprises - June to August, Geox Winter Wonderland – December

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**Exhibitor** M.D. INTERTRADE CO. LTD., DUBAI (2006, 2007)

Index Exhibition