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Malad Ganga CHSL, 65 Relief Rd, Mith Chowki, Malad West, Mumbai - 64



### **CAREER OBJECTIVE :**

Mission : Finding a purpose in my career which is much bigger than one self. Purpose is what creates true happiness. I love Accounts Receivables and customer relationship and would like to persuade a career in it.

### **Key Highlights:**

- A dynamic professional with 15 years plus of rich experience in Accounts, Finance, Customer service, Credit Control - Accounts Receivables.
- 8 years in freelancing in Real estate.
- Providing training to people those who have joined the organization.
- Excellent communication & interpersonal skills with strong analytical, team building, problem solving and organizational abilities.

### **EDUCATION**

- **B.Com** (Accounting and Auditing), St Andrews College of Arts, Science & Commerce, University of Mumbai, June 1995.
- **Pursuing MBA in Finance** from Welinkar Education Institute through **online mode and will be giving my second semester.** This will not interfere in my job duties.

### **CAREER HIGHLIGHTS, WORK EXPERIENCE :**

#### **FREELANCING IN REAL ESTATE - JULY 2011 TILL DATE**

Currently into freelancing in Real estate which includes locating buyers and sellers, completing the deals as per RERA guidelines from July 2011 till date.

Getting agreement checked with the lawyers and getting the same registered.

Great customer service even after deal closing makes me a good prospect in getting to new clients.

#### **EMIRATES AIRLINES, DUBAI, UAE - MAY 2004 - JUNE 2011**

***Last position held : Accounts Supervisor***

**Sales/Excess baggage counter at the Dubai International airport - (May 2004-Jul 2006) - Grade 4**

- Ensuring cash currencies collected are genuine through proper verification. Preparing the daily sales report, reconciliation with sales department and depositing the collected cash at the bank.

**Refund counter (Emirates Head Office) - (July 2006- Oct 2007) - Grade 5**

- Computing refunds at the Counter and processing refunds for for both Emirates and Dnata issued tickets. Using multiple systems and processing refunds at record time with accuracy and customer satisfaction. **Job involved accuracy, speed and dealing with customers with the best level of service.**

**At the back office**

- Preparing Refund notices through the BSP link. Sending special case tickets for authorities to airlines.
- Working and processing refunds through different systems for tickets issued by Emirates/Dnata.
- Passing accounting entries and providing necessary details during audit.

**Account supervisor at the Emirates Head office - (Nov 2007- June 2011) - Grade 6**

- Handling queries from 35,000 strong staff of the Emirates Group & external customer personally, telephone & through email.
- Allocating the right staff for the right job & providing solutions in case of shortage of manpower. Achieving targets on time as per standard procedure of airline.
- Providing training to new staff joining the department.
- Auditing tickets refunded by the team, ensuring its processed as per procedure before transferring the credit to staff and credit card accounts.
- Coordinating with other departments like Revenue, Payroll and Audit departments.
- Instrumental in providing the key inputs for automation, worked closely with the IT dept in increasing productivity in launching new systems to reduce manual work and increase productivity through automation.

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**OMNI TRADE & TRANSPORT PVT LTD, MUMBAI - FEB 1998 - MAY 2004**

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***Last position held : Accounts Assistant - Accounts Receivables***

- Maintaining Debtors ledgers and reconciliations with the customers accounts.
- Preparing Invoices in the system and dispatching physical and through email to the clients.
- Providing ledgers/Outstanding reports to the clients as per their credit terms.
- Telephonic, email and personal follow up with the client ensuring healthy cash flow for the company.
- Reporting delay payments to the Managing Director so that legal action can be taken by the management.
- Credit card payments & RTGS transfer reconciliation.
- Prepare monthly bank reconciliations for all bank accounts maintained by the company.
- Assisted Senior Accountant in Finalisation of accounts and preparation of Advance Tax, Sales tax challans and filling of Income tax returns.

- BSP reporting, Refund notice, ACM, ADM are also the areas attended during staff shortage.

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**SHROFF & COMPANY (CA), MUMBAI - JAN 1996 - JAN 1998**

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***Last position held : Accounts Assistant***

- Manually maintained Bank Book, Cash Book.
- Bank reconciliations, ledger postings, preparing depreciation schedules.
- Filing Advance Tax, Sales Tax, TDS and Income Tax returns & Challans.
- Preparing Trial Balance & assisting in finalization of accounts.

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**PERSONAL PARTICULARS**

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Date of Birth : 17 Oct 1974

Sex : Male

Marital Status : Married

Nationality : Indian

Languages Known: English, Hindi and Marathi

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**TRAININGS**

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- ⇒ Online Courses on reservation and displaying fares
- ⇒ Online courses on cancellation, refunds, rebooking
- ⇒ Online course on Revenue Management, Negotiation Skills and Time Management
- ⇒ Online courses on Airline Industry Accounting
- ⇒ Online courses on issuing E-tickets
- ⇒ Online courses on Introduction to Networks

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**REFERENCES**

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Mr KK Haridasan : (Manager Finance)

Email : [kk.haridasan@emirates.com](mailto:kk.haridasan@emirates.com) Phone : 0097147082808

Mr N.B. Mohankumar : (Accounts Officer) Email : [nb.mohanakumar@emirates.com](mailto:nb.mohanakumar@emirates.com) Phone : 00971507243324