

Flora Fonseca

Senior Analyst

Contact

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Education

Bachelors in arts
BA-Sociology
University of Mumbai
2009

Key Skills

Project Management
MS Office Suite (Outlook,
Word, Excel, PowerPoint) and
Internet Applications.
Basic knowledge of SAP, SQL,
MS Access database.
Excellent analytical and
numerical skills
Sharp time management
skills
Strong ethics, with an ability
to manage confidential data.
Good communications and
presentation skills.
Professional with adherence
to strict deadlines and
delivering immense client
satisfaction.

Objective

Innovative and a diligent professional offering experience of over 15 + years with proven abilities in Project management, Team handling, business data analytics and client advisory in relation to operations, accounting finance and risk management. Knowledge about revenue assurance, operation billing, revenue forecasting, analyze and interpret the trends or patterns in complex data sets, and deep expertise in Team handling and project management, exploring opportunity to grow as a professional.

Experience

Accenture

Network & Svcs Operation Analyst Feb

-2015- current

- Prepare forecast by applying logic and calculations on the revenue.
- Work closely with the line of business controllers, clients, and operational areas to finalize the forecast for upcoming months.
- Prepares post-close financial results versus budget analysis of spending with a focus on performance in key areas.
- Plan and execute financial planning and budgeting by understanding organization objectives, structure.
- Deliver timely and accurate product level performance, efficiency, and review financial reports.
- Financial analysis and represent the findings through different dashboards to help clients in their strategic
- Maintain and deliver daily, weekly, and monthly departmental performance reports and dashboards.
- Create Dashboard of revenue for various product and present it to the leadership by every month.
- Responsible for supervising and Managing the Team to ensure the smooth operations and effective.
- Transitioned and performed knowledge transfer for new projects from go-live till the project stabilizes.
- Also managed ad hoc projects for additional revenue opportunities to achieve revenue targets.
- Training junior analysts with respect to BAU's and getting them trained with internal tools and process.
- Built key reports for executive team around KPIs, such as targets met, new leads, revenue generated.

- Ensure all the Business/Operations Excellence documents are maintained.
- Vendor Master data queries and Vendor invoice queries related to payment transactions.
- Keep accurate records for all daily transactions.
- Record accounts payable and accounts receivable.
- Update internal systems with financial data.
- Prepare monthly, quarterly, and annual financial reports.
- Review and implement financial policies.

Tech Mahindra

Collections, Retentions, Technical Support and Customer service Advisor Jun

2008 - Aug 2014

- Contacting customers for payment reminders
- Setting up payment arrangements
- Retaining customers on contract with the network company and renewal of contracts
- Upselling of additional phone/broadband contracts
- Trouble shooting for Handset/Network issues.
- Assistance on bill disputes
- Generate Monthly, Weekly & Daily Reports in MS-Excel
- Create MIS/ Dashboard reports and present it to the concern department.
- Mentoring junior associates with respect to BAU's and getting them trained with process.

Epicenter Technologies

Customer Service Associate

May 2007 - Feb 2008

- Monthly reconciliation with settlement reports, books of accounts & Payments
- Collection and debt recovery on credit cards
- Making Payment arrangements

PROFESSIONAL ACHIEVEMENTS

- I have received many time appreciations from Clients (Director Level) for Adhoc Projects in Accenture.
- I have been awarded "Core Value Champion Award" in Accenture
- I have been awarded "Star of Business Award" In Accenture.
- I have been awarded with "Certificate of appreciation" in Accenture.

LANGUAGES KNOWN

- English (Proficient), Hindi (Proficient) Marathi (Proficient).

I hereby declare that the above information which I have provided is true and correct as per my knowledge. References:
Available on request.