

Profile

Detail-oriented and motivated professional with over 7 years of experience and a strong foundation in financial principles and business management. Experienced in teamwork through academic projects and extracurricular activities. Possess strong communication skills and the ability to adapt to fast-paced environments. Seeking opportunities to apply theoretical knowledge in practical settings and contribute to a dynamic team.

Education

Bachelor of Banking and Insurance

Sydenham College of Commerce and Economics

06/2012 – 05/2014 | Mumbai, India

Higher Secondary Certificate - Accountancy

Elphinstone College

2010 – 2012 | Mumbai, India

Primary and Secondary School (Jr. KG to 10th Grade)

Holy Name High School

1996 – 2010 | Mumbai, India

Languages

- English
- Hindi
- Marathi
- Kannada

Skills

- Attention to detail
- Team collaboration
- Learning and improvement
- Problem solving
- Communication and stakeholder management

Filomena Cordeiro

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 Mumbai, India  Female

Professional Experience

Career Break : October 2023 – Present

- Relocated to Canada in October 2023 for potential immigration; returned in November 2024 due to unforeseen changes.

Morgan Stanley

Associate

12/2020 – 09/2023 | Mumbai, India

- Managed accounts payable processes within the Legal and Compliance division, ensuring accurate and timely financial transactions.
- Onboarded vendors- law firms, secondees, expert witnesses, mediator, and legal support vendors, via thorough due diligence, and maintained various databases in real time.
- Coordinated with internal and external stakeholders extensively to explain the process of onboarding and assisting them in the completion of necessary documentation.
- Reviewed and approved invoice expense line items according to standard policies and guidelines, resolving invoicing exceptions by understanding the breakdown and working on solutions.
- Monitored and maintained budgets using budgeting tools, ensuring projects adhered to scope, schedule, and quality standards.
- Worked creatively and analytically in a problem-solving setting, demonstrating teamwork, innovation and excellence.
- Served as a Subject Matter Expert (SME), providing training on assigned processes and offering backup support for additional processes as needed.
- Escalated issues and troubleshoot as necessary, liaising with respective Legal and Compliance Division contacts.

Indian Odyssey

Operations Executive

10/2019 – 03/2020 | Mumbai, India

- Generated quotations ahead of deadlines, offering tailored travel options and upselling additional services to enhance customer satisfaction and maximize revenue.

- Managed new travel requests by ensuring all services were booked and accurately logged into the system, while proactively following up with existing clients to confirm details and address any concerns.
- Oversaw supplier relationships, promptly addressing complaints and queries within established turnaround times, and identifying opportunities to streamline operations and improve service delivery.
- Coordinated with various vendors and hotels to negotiate and finalize annual rate contracts, ensuring competitive pricing and favorable terms for the company.

Cox and Kings Ltd

Executive

05/2015 – 10/2019 | Mumbai, India

- Managed inquiries for domestic and international travel packages, converting leads into confirmed bookings and ensuring exceptional customer service.
- Collaborated with clients to assess travel preferences and requirements—such as destination, transportation, dates, budget, and accommodations—and advised them on tailored options, resulting in high booking satisfaction and client trust.
- Provided travelers with comprehensive resources—such as brochures, maps, local customs guides, event/regulation updates—to ensure informed and seamless travel experiences.
- Liaised with suppliers, coordinators, and marketing personnel to facilitate hotel confirmations and bookings, maintaining high standards of service.
- Optimized profitability in each effective booking. Responded to queries received by the sales team and provided accurate information on a regular basis.
- Attended travel seminars and the OTM Forum to stay current with evolving tourism trends and industry best practices.
- Travelled to popular domestic and international destinations to conduct site visits of hotels and categorize them based on amenities into standard, deluxe, and luxury categories.
- Participated in the organization's annual off-site training, collaborating with colleagues to enhance professional skills and support team development.
- Collaborated with the accounts team to oversee full payments to hotels and transport providers, ensuring accurate and timely vendor settlements.
- Ensured customer satisfaction by staying in touch with clients during their tours and offering value-added services to enhance their experience.