

# Flora Maria Misayel

Assistant Manager



To obtain and maintain a position that will allow for growth and to achieve my highest learning abilities. Also seek for better career advancement opportunities and exposure.

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📍 Rose Enclave, Plot # 106 & 107, Ganapathy Nagar, Urapakkam - 603210, Chennai, India

## 11 YEARS WORK EXPERIENCE

### Assistant Manager

Tata Consultancy Svcs Pvt Ltd

02/2011 – Present

Chennai, India

Workin for a leading Telecom Company

#### Achievements/Tasks

- Eliminating root causes of Billing & Credit issues by managing the end to end life cycle of Billing Credit & Order Management Process.
- Responsible for assisting with business case planning, forecasting, SLA management and monitoring.
- Ensuring consistent standard of customer service by meeting the expected gross margins.
- Implement advance strategies via automation inputs for gathering, reviewing and analysing data requirements
- Travelled to Australia as KT lead for successful transition

### Sr. Process Executive

Cognizant Technology Solutions

05/2009 – 02/2011

Chennai, India

Worked for a leading US Health Insurance Company

#### Achievements/Tasks

- Main objective is in providing specialized insurance products and their related services
- Played the role from a customer end by providing financial abilities to the customers enrolled.

## CERTIFICATES

Business Analyst, UiPath Foundation, BPS Analytics & Insights, Active Directory, Firewall & Agile

## EDUCATION

### Bachelor of Science

SRM Arts & Science College

06/2006 – 04/2009

Chennai, India

#### Courses

- Biotechnology

## SKILLS

UiPath

MS Office

Business Analyst

RPA

Communication

## HONOR AWARDS

### Performance Linked Reward

Tata Consultancy Svcs Pvt Ltd

### Best KT Lead

Tata Consultancy Svcs Pvt Ltd

### Trailblazer Award

Cognizant Technology Solutions

## LANGUAGES

English

Native or Bilingual Proficiency

Tamil

Native or Bilingual Proficiency

French

Professional Working Proficiency

## INTERESTS

Travelling

Blog Writing

Cooking

Painting

Reading