

Brandon Pereira

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Results-oriented Analyst skilled in managing and breaking down large volumes of information. Proactive at heading off issues in operations, workflow, and production by uncovering trends affecting business success. Proven track record of improving processes, enhancing productivity, and contributing to organizational growth. Committed to continuous improvement and staying abreast of industry developments to maintain a competitive edge.

**Interpersonal | Analysing | Administrative | Customer Service |
Team Handling | Trend Analysis | Leadership**

EDUCATION

Master of Arts, Mumbai University – India
Bachelor of Arts, Mumbai University – India

May 2019
May 2016

SKILLS AND EXPERIENCE

- Assisted management with tasks related to airline reconciliation and payments.
 - Monitored data loads from airlines to ensure accuracy and timeliness.
 - Maintained comprehensive documentation for all assigned tasks to support team continuity.
 - Oversaw the monthly invoicing process for multiple airlines.
 - Managed accounts for several airline clients.
 - Trained team members on various processes and procedures.
 - Functioned as a business support analyst, maintaining freight rates for ocean and ground transport.
 - Provided customer service support to various clients.
 - Collaborated closely with airline industry loyalty programs.
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PROFESSIONAL EXPERIENCE

1. Analyst II - Service Management | Payment Solution Accelya Services India Pvt Ltd Oct 2021 – May 2024

- ◆ Airlines:
 - Prioritise workload and deal with Airline/Acquirer reconciliation issues.
 - Complete set daily administrative tasks, including monitoring of files (in and out), ensuring timely resolution of any problems to the agreed SLAs.
 - Deal with file/transaction errors according to defined procedures, and by communicating with technical support teams.
 - Monitor 'open' requests/incidents to ensure they are being dealt with/resolved in a timely manner using the company incident logging software.
 - Provide email support to Customers for system outages by using the defined 'decision tree' methodology.

- Maintain up-to-date user documentation for all assigned tasks to ensure continuity across the team.
- Attend internal and external meetings as required.
- Creating new Addendums as per Airlines request.
- Account Manager for several Airlines like: Saudia Airline, Oman Air, Turkish Airline, Virgin Atlantic Airways, Air Astana, and more.
- ◆ Revenue Integrity:
 - Check bookings for issues and violations that would potentially cause the airline unnecessary costs or will violate its booking rules.
 - Monitoring of Data Loads from various clients, System Health Check.

2. Customer Relations Advisor
Tech Mahindra Business Services, Mumbai, India
Nov 2020 – Sep 2021

- Working with Vodafone Australia.
- Handling Sales and Upgrades.
- Assisting & guiding customers to upgrade to a new mobile phone by advising them with various options available. Also offer them the best plans from Vodafone with the latest offers available.
- Making outbound calls for sale of plans and mobile phones

3. Business Support Analyst
Accelya Group, Mumbai, India
Oct 2019 – Nov 2020

- Analysed and maintained competitive freight rates (Ocean and Ground) including surcharges to identify the most economical shipping methods.
- Entered and updated text and numerical data in databases and spreadsheets using Excel and other word processing programs; ensured accuracy of additional charges in templates.
- Organized, analysed, and audited data in the web-based interface (Catapult QMS) to enhance operational efficiency.

4. Operations Associate
Collinson Group Pvt Ltd, Mumbai, India
Apr 2017 – Oct 2019

- Worked with Flying Returns which is a loyalty program of Air India, helped customers via chat/calls with regards to their mileage points incurred on each travel.
- Supported operations for clients including Intel, Ethiopian Airlines, and Michelin.
- Worked with Asia Miles which is a loyalty program of Cathay Pacific Airlines.

5. Customer Relations Advisor
Tech Mahindra Business Services, Mumbai, India
Jul 2015 – Feb 2017

- Worked with '3' which is a network based in UK.
- Handled query's related to billing, technical queries etc.
- Helped customers in buying new contracts by giving them options and deals.

6. Customer Service Representative
FIS Global Services, Mumbai, India
Jun 2014 – Apr 2015

- Worked with American Express Cards.
- Handled queries regarding customer credit cards, giving benefits on offers.
- Handled queries with Global Travel Cards.