**Noel Katta**

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**Career Objective**

To be an integral part of competitive work environment, which would help me grow on the intellectual and personal front, while contributing to the growth and success of the organization.

**Professional summary:**

* Proficient **Zuora – Solution Architect /Tech Lead** with **7+ years** of IT experience.
* Equipped with strong experience in **Business Requirements Gathering, Evaluating Data Sources, Translating Requirements into Specifications, and Application Design**.
* Expertise in Salesforce.com Ranging from **Sales Cloud, Service Cloud, AppExchange applications**
* Hands-on experience supporting daily **Zuora Admin functions** like creating and managing user accounts, managing security (IP restriction, domain whitelisting etc.), generating out-of-box reports, searching information and records, creating objects/fields
* Worked on integrating **Zuora and Salesforce** using API.
* Experienced in Scoping Phase, Gap Analysis, Testing, Training and Implementation Phase with Salesforce.com Service cloud & Sales cloud.
* Experience in writing SQL queries and optimizing the queries in Sybase, Oracle and SQL Server.
* Experience in the **Agile, Waterfall & RUP software Development Life Cycle methodologies**
* Extensive knowledge of Salesforce.com implementation cycle in **Sales, Service and support modules**.
* Experience in working with subscription management for B2B customers.
* Excellent **Business writing skills** in writing Business Requirements Document (BRD), Functional Requirement Document (FRD), User Guides, and PowerPoint Presentations
* Extensive experience in gathering **Business and functional Requirements, developing Use Cases and Use case diagrams using Unified Modeling Language (UML), conducting Gap Analysis, good understanding of Class diagrams and Sequence diagrams, good understanding of tractability matrix & Version control**
* Proficient in conducting **JAD sessions** with stakeholders and Proficient in writing Business rules, reporting documents, Contingency plan.
* Experience in **Data mapping and Data modeling** and good understanding of the ETL tools.
* Strong understanding of Test Plans, and Test Scripts and actively involved in **User Acceptance Testing (UAT)** and training of end users in some of the projects.
* Excellent **Documentation, Presentation, Process Management, Analytical, strategic planning and decision-making skills with strong communication** skills and problem-solving skills.

**Zuora - Salesforce Experience**

* Extensive hands on experience in Zuora for Salesforce Quotes and Zuora for Salesforce 360.
* Experience in delivering Enterprise CPQ solution using Z-Quotes and Z360 modules which makes efficient usage of Z-Quote , Z-Subscription and Amendment Objects.
* Extensive hands on experience in Zuora Component registration and Zuora Component plugin. • Extensive hands on experience in setting up Invoice Templates, Communication Profiles, Payment pages at zuora-salesforce.
* Efficient knowledge on Zuora order builder and programming with order builder apex methods. • Extensive hands on experience in ZOQL queries.
* Proficient knowledge in Zuora modules : Z-Billing, Z-Payments, Z-Finance, Z-Commerce and Z-Reporting.
* Proficient knowledge in Zuora API object relationship and core data types.
* Experience in Zuora Administration - Roles, User Creation, Setting Security Policies, Managing Tenant Profile.
* Experience in Zuora Settings – HPM pages, payment gateways, Real Time and Scheduled Z360 sync, Email and Invoice Templates, Custom Fields.
* Experience on Zuora data sources and exports.
* Ability to setup Zuora product catalog for small and medium scale consumers.
* Ability to setup scheduled Bill Runs and Payment Runs.
* Brief knowledge on Z-Tax and Vertex tax modules.
* Brief knowledge on Zuora Connect – Workflows, Notification on Any Event.
* Brief knowledge on Journal runs

 **Professional experience:**

**Matterport, Sunnyvale, CA June 2018 to Present**

**Zuora Sr. Lead Consultant/ Salesforce Admin**

Matterport Inc. Matterport provides a 3D camera and interactive viewing platform. The Company allows users to capture, upload, and create digital scans of real-world environments and share them online. Matterport enables 3D capture system to measure rooms and objects as well as create a video of the 3D model campaigns for marketing.. The project involved end to end implementation of Zuora principles to bring Matterport into subscription business. Front end zuora portal was developed to acquire and nurture the consumers. Zuora backend took care of Price, Bill and Collect. Z-Reporting was used to measure the Subscription success. With vast landscape on Matterport environment, salesforce acts as a consumer care platform. CEVA/Encompass were used as logistic providers, financial reporting was done through SAP. Taxation were handled by Z-Tax and vertex modules. Qliksense for advanced analytics and Prismic as a content management system

**Role & Achievements:**

* As a technical lead at Matterport to handle multiple stakeholder teams to ensure successful release.
* To support / handle Testing, Validation, Security, Release, Support, Monitoring teams on all Zuora and Release aspects.
* To setup production environments of Zuora, Microsoft Azure and perform deployments on the same.
* Involved in frequent discussions with Business to understand the requirements - plan, prioritize, route to respective teams and support the teams from Zuora perspective.
* Create Validation documents – Design Specification, Installation Qualification, Performance Qualification.
* Attend Release Control Board meetings and get approvals from Stakeholders for Release,
* Create Cut over plan for release.
* Perform Zuora backend configurations and Microsoft azure configurations. Setup Z – Commerce, Z360 sync, payment gateways, custom fields and import workflows and other backend activities.
* Perform Zuora User Administration.
* Verify and approve stakeholder documents – SIT, PQ, RT scripts
* Manage user security, setup, profiles, roles and configurations in financial database Zuora and Supported and resolved issues with automation payment, cash posting and check processing process.
* Work directly with clients to provide rapid and accurate analysis of production issues (including solution tracking)
* Worked on CRM-Salesforce.com (SFDC both Sales cloud and Service cloud).
* Configure software in support of new enhancements, users, and deployments
* Maintain and configure internal Zuora and SFDC systems
* Performed Zuora troubleshooting to isolate, diagnose, and correct issues.
* Understand client business requirements and provide recommendations and best practices for solutions in Zuora
* Translated functional requirements to technical requirements and documented them.
* Delivered, developed, and managed contextual, personalized messages, streamlined campaign creation processes, robust automation capabilities, campaign workflows, and integration with Zuora
* Administrated and monitored the company s Zuora application Participated in Peer Review and assisted in testing for scheduled releases.
* Work with SDFC developers/Admins to help with Zuora Implementation including updates, upgrades, configuration, and test install package in Zuora.
* Extensive experience over creating and testing Zuora Workflows, Approval Processes, Validation Rules and Sharing & Security rules.
* Instructed and modeled core Agile principles of collaboration, prioritization, team accountability and visibility; ensured consistent application of scrum methodologies across the enterprise
* Prepared custom reports by running SQL queries on the backend data views of the marketing cloud.
* Documented the Business Requirement Document to get a better understanding of client's business processes of both the projects using the agile methodology.
* Worked on the customization of standard objects like Accounts, Contacts, Leads, Reports and Dashboards as per client's need

**Thrivent Financial, Appleton, WI Sep 2015 to June 2018**

**Zuora Lead Consultant**

* Thrivent Financial is a not-for-profit financial services organization that offer insurance, investments, banking and advice over the phone, online as well as through financial professionals and independent agents nationwide.
* **Role & Achievements:**
* Develop and maintain backend billing system configurations, accounting system workflows and product configurations in the Order to Cash flow
* Creating new user roles, setting security policies, adding new revenue recognition codes, setting up notifications, setting up hosted payment pages, and managing revenue recognition rules.
* Monitor and maintain integrations with tax systems, payment gateways and billing eco systems
* Respond promptly to engineering and product management teams to advocate for the customer and drive improvements to product functionality. Effectively communicate issue status to stakeholders and executive leadership team.
* Expertise on a given product domain from both a business and technical standpoint.
* Maintain in-depth functional knowledge of the supported applications and interdependencies
* Generate, test, and document program code and scripts. Debug and resolve problems
* Partner with the Revenue accounting team to document and re-engineer current processes within business applications.
* Identify gaps and opportunities for automation and work on Proof of concepts for new requirements as appropriate
* Setup Customers, billing, rate plans, accounts and tax details and generating invoices and reports
* Work closely with the accounting team in bringing efficiencies to their monthly close process and improve upon existing system reporting needs
* Work with external vendors and product support teams to troubleshoot systems issues as they arise

**HYUNDAI AUTOEVER AMERICA, Fountain Valley, CA Aug 2012 to June 2015**

**Zuora Admin / Sr. Business Analyst**

* Hyundai Auto Ever America (HAEA) is a HYUNDAI owned global Information Technology Services Company, primarily serving HYUNDAI & KIA Motor Group & affiliates around the globe. Data was spread out in multiple and diverse sources in databases located in different regions to allocate the implementation of projects on Salesforce.com applications, Data Loader uploads business Sales reports (BO/BI), Contact Center, Content Management System (CMS) services.

**Role & Achievements:**

* Involved in configuring and managing settings for Zuora Platform, Billing, Payments, and Finance.
* Creating new user roles, setting security policies, adding new revenue recognition codes, setting up notifications, setting up hosted payment pages, and managing revenue recognition rules.
* Worked closely with engineering and product management teams to advocate for the customer and drive improvements to product functionality.
* Answer customer queries, file bugs, and reproduce, troubleshoot, resolve, and escalate issues as necessary and expertise on a given product domain from both a business and technical standpoint.
* Handle urgent escalation issues, ensuring we accurately prioritize based on severity and customer impact. •
* Setup Customers, billing, rate plans, accounts and tax details and generating invoices and reports •
* Worked with subscription management for B2B customers, with subscription management for B2C customers
* Worked on Integration and System testing Qualifications Initiated and managed data integration to the Salesforce.com platform.
* Submit ticket to Zuora Support for any system related issue. Notify team of Zuora upgrades, updates and system outage.
* Experience in writing SQL queries and optimizing the queries in Sybase, Oracle and SQL Server.
* Worked with stakeholders, supporting several different lines of business and levels of integration with Salesforce
* Reviewed Design Documents, Requirements Analysis Specifications with Project Lead, Business Owners and the Technical Lead.
* Involved in Managing Data modeling project from Logical design and implementation of Sybase Database
* Develop Logical and Physical data models that capture current state/future state data elements and data flows using Erwin.
* Performed requirements modeling and develop analysis diagrams, activity diagrams, sequence diagrams, state diagrams, data models, and use-case realizations using RUP tools in Agile/Scrum.
* Supported User-Acceptance phases by performing data validations and metrics calculation across every layer including source systems, Staging, Mart and Micro Strategy layer.
* Developed business process models in RUP to document existing and future business processes.
* Developed and managed Project Plans and Schedules. Managed resolution of Project issues and conflicts.
* Worked as a User/Customer advocate and negotiated with user as well as with developers and management staff to resolve any requirement conflict to bridge the Gaps between IT and Business.
* Tested the final application for Usability testing to verify whether all the User Requirements were catered to by the application.

**McLaren Technology Group, UK Jan 2009 to May 2012**

**IT Business Systems Analyst**

**Role & Achievements:**

* Interviewed Business Users to gather Requirements and analyzed the feasibility of their needs by coordinating with the project manager and technical lead.
* Prepared Business Requirement Documents (BRD s) after the collection of Functional Requirements from System Users that provided appropriate scope of work for technical team to develop prototype and overall system.
* Interacted with users for verifying User Requirements, managing Change Control Process, updating existing Documentation
* Worked closely with the Enterprise Data Warehouse team and Business Intelligence Architecture team to understand repository objects that support the business requirement and process.
* Wrote SQL statements to extract data from the Tables.
* Was responsible for indexing of the tables in that data warehouse.
* Worked on data modeling and produced data mapping and data definition documentation
* Created RUP activity diagrams and sequence diagrams to analyze the requirements and recommend solutions.
* Conducted Joint Application Development (JAD) sessions with IT groups. Identified the Key Changes, and participated in Stakeholder Management to communicate effectively with them
* Worked in an agile environment.
* Developed and Documented timelines for Project Delivery, and managed Projects and Resources to successful completion.
* Manage Scope and change throughout the SDLC process of the product.
* Used Data warehousing for Data Profiling to examine the data available in an existing database.
* Worked on Documentum for Version Controlling, to maintain up to date changes in the Documents.
* Assisted to develop the Test Plan, Test Cases and Test Scenarios to be used in testing based on Business Requirements, technical specifications and/or product knowledge.
* Conducted User Acceptance Testing, gathered and documented User Manuals and Business Rules

**TECHNICAL SKILLS:**

**Zuora Integration:** Outbound Messages, Workflow & Approvals, Field updates, Contact Builder, Reports and Dashboards, Analytics, Journey Builder, Custom Objects, Custom Settings, Custom Labels and Tabs, Account Management, Contact Management, Email Services, Security Controls, AppExchange Package & Custom Application and Sandbox Data Loading, Security, profiles

**Salesforce.com:** Apex Trigger, SOQL, SOSL, Email Templates, Formulas, Validation Rules, Workflows and Approvals, AppExchange.

**Programming Languages:** C, C++, Java, PL/SQL, SQL, SQL Server, Apex Web

**Education:**

* Bachelors in Mechanical Engineering, VITS, India 2003
* Masters in Human Resource, North Greenwich University London 2011

**Visa -**GC EAD