**Bharath Manohar**

**Zuora Solution Architect**

**Mobile: +91 9739839069**

**Email:** **urfriendbharath@gmail.com**

Having worked as a Zuora Solution Architect the last 9 years, I would like to continue working as a Techno functional consultant and Solution Architect in the Subscription Economy Domain. Through my experience having acquired a deep knowledge of the Subscription Billing Product Zuora, by implementing it for various customers in US, and having worked for large enterprise customers in my last two engagements, it is my keen interest to continue working closely with the business and stakeholders in an organization leveraging my skills as an architect.

**Professional Summary:**

* Having 17 years of overall professional IT experience as a Techno Functional Consultant and Integration Specialist
* Having over 8 years’ experience in Zuora as a Solution Architect and Consultant.
* Excellent Analytical ability to pick up the business requirements and map them to the Billing system effectively therefore performing versatile roles of an Analyst, Functional consultant and Zuora Architect.
* Worked on Zuora CPQ in implementing the Quote to Order functionality, for customers who have opted to go with Zuora as the Billing Solution. Salesforce being implemented as the CRM solution for assisted sales to perform Quote to Order Process.
* Ability to analyze and solve complex problems by working closely with the business.

**Software Proficiency:**

**Subscription Billing Product** : Zuora, Zuora CPQ, Zuora Workflows

**CRM** : Siebel CRM

**Siebel Technologies** : eScripting, Workflows, Siebel Tools, EAI

**Education Qualifications:**

* **Bachelor of Engineering in Computer Science** from Vishweshwaraiah Technological University, Belgaum, INDIA

**Professional Experience:**

**Siteminder India Ltd ( Nov 2020 – Current)**

**Title : Solution Architect**

**Environment : Zuora, Zuora CPQ**

**Role : Solution Architect**

**Project Overview:**

Day to Day work involves closely working with the Business Operations, Finance and Billing team to automate the process using Zuora workflows, improving the data quality and reducing manual efforts to the minimum.

Some of my key tasks on a Day-to-Day basis would be-

* Day-to-day end user support of Zuora functions to all levels of the organization working with multiple teams simultaneously
* Working closely with Operation team to roll out new products, and to automate major projects such as migration, price uplift, promotions roll out
* Prioritize and implement best practice solutions in Zuora tenant.
* Automate the business processes using the latest tools of Zuora such as Workflow
* Closely work with Business operations, finance and Billing teams related to Customer management, operations and building financial reports to facilitate the month end closing process

**Bigcommerce Inc in Austin, TX, USA ( Mar 2018 – Aug 2020 )**

**Title : Solution Architect**

**Environment : Zuora and Salesforce**

**Role : Solution Architect**

**Project Overview:**

As the Zuora Adminstrator and Architect my primary function was to bring in expertise in implementing business processes using Zuora as the Billing System.
My primary responsibilities included strategy planning and building a roadmap key features that would enhance customer relationship, billing and collections, deployment and operational management of the information systems, policies and procedures that support the billing process in Zuora. Managed all aspects of Zuora as well as integrations with other systems in an enterprise architecture.

- Day-to-day end user support of Zuora functions to all levels of the organization working with multiple teams simultaneously
- Manage the product catalog, revenue recognition rules, journal runs and Financial reports
- Bring in best practices in Zuora through understanding the requirements of various stakeholders including development deployments and testing
- Work collaboratively with Business Applications teammates to implement best practices from across our application ecosystem
- Create and manage user accounts and groups including security configuration
- Complete bulk imports and exports of data - archive unused data
- Keep track and bring in new Zuora features and functionality

**Estuate Inc- Project #1 ( Jun 2017 – August 2017 )**

**Title : Solution Architect**

**Client : S & P Global, New York, USA**

**Environment : Zuora and Salesforce**

**Role : Solution Architect**

**Project Overview:**

In my last project my role was that of a Solution Architect, for an Enterprise Project working at the client site for a fortune 500 company in New York. I was responsible to directly work with the business users, train them and walk through the testing of the new Subscription based billing software with Salesforce integration. I was also part of the War Room Testing phase to help users understand the new system as part of the SIT.

**Project #2 ( April 2015 – May 2017 )**

**Title : Solution Architect**

**Client : Multiple Clients, San Mateo, USA**

**Environment : Zuora and Salesforce**

**Role : Solution Architect**

**Project Overview:**

Working on Zuora (SaaS - Cloud based Subscription Billing Software Product), as a solution architect to implement the Subscription based billing software with CRM integration for multiple customer implementation projects.

Architect and Implement Zuora as the new billing software for customers who would like to enter the subscription economy. Design and enable customers to get on Zuora platform and use salesforce as their CRM package. Enable customers to get on to Salesforce as the CRM solution to manage assisted sales create quotes.

**Project #3 ( Jan 2014 – March 2015 )**

**Title : Manager and Technical Architect**

**Client : InContact**

**Environment : Siebel 8.1 and CTI**

**Role : Architect and Implementation**

**Project Overview:**

At Estuate Pvt. Ltd, I work as the Siebel Technical Lead. The project was about integrating Siebel Sales with an external call center application that was built on cloud. The voice communication functionalities was extended into Siebel CTI module. This integration was designed to handle JSON messages over ReSTful APIs.As a lead, I was responsible in playing a key role in client interfacing as well as in managing the team.

**Roles and Responsibilities:**

* Conduct Workshops with the Customer to understand Requirements of the New Product
* Develop the Blue Print and HLD for the Proposed Solution
* Develop the Detailed Design and Obtain Sign Off from Customer
* Develop and lead the Technical team during Development, unit testing, System Testing and SIT
* Demonstrate the solution to Customers
* Implementation at the Customer location and Move to Production

**Project #4 (Oct 2012- Jan 2013)**

**Title : Technical Lead**

**Client : Birlasoft**

**Environment : Siebel EAI**

**Role : Integration Specialist**

**Project Overview:**

In Birlasoft, I worked as Production Support Lead for the Siebel UCM and Siebel EAI. As a support analyst my responsibilities includes analyzing and coming up with root cause analysis in Siebel UCM and EAI. It also included managing the client interactions and supporting the business teams in using the Siebel applications. As a lead, I was responsible in managing the team and mentoring the team of young professionals. Ensuring we met the SLA of Production support tickets and handle escalations.

**Schneider Electric – Bangalore, India** March 2012-July 2012

 *Senior Siebel EAI Consultant*

With Schneider Electric, my role was is that of Siebel EAI Consultant. As a consultant my responsibilities includes analyzing and developing proof of concept for developing interfaces using various technologies such as WebServices, and IBM MQ series.

My responsibilities also include designing and developing real time and batch interfaces between Siebel and Sales Force to exchange and synchronize the front office and the back end systems.

**Speridian Technologies – Bangalore, India** Nov 2011 – February 2012

*Siebel Consultant*

At Speridian technologies, my primary responsibility was to develop prototypes and Proof of Concepts, to demonstrate the capabilities in Siebel Healthcare systems that would provide solutions to the business requirements.

As part of the offshore team I was also involved in identifying the gaps in the Siebel solutions and fixing the defects using Siebel Tools

**Accenture India Pvt Ltd – Bangalore, India** Oct 2010- May 2011

*Production Support Engineer*

This project was driven by agile methodology

I mainly worked on the Order Management cycle of Siebel eCommunications package. My primary responsibility was to fix the issues caught in the production environment. It involved doing the root cause analysis for these issues, providing a feasible solution, designing, implementing and unit testing.

**Infosys Technologies Ltd – Los Angeles, USA** May 2007–Dec 2008

*Team Lead*

I worked at the client location in US, as techno functional consultant on Siebel eCommunications for a telecom client. My primary responsibilities were to customize the existing Siebel package to include the selling of a new telecom product by modifying the existing order management functionality in the Siebel package. The technical areas I worked on were Siebel EAI, Configuration, eScripting and Workflows and understanding of product configuration for creating telecom orders. The project was executed using the agile methodology.

*Business Analyst*

As a Business Analyst I did a fitment gap analysis on a Siebel Package for proposing a CRM solution for our client business processes. As part of this assignment I was involved in workshops, interviewing clients and understanding their business processes.

**Infosys Technologies Ltd – Bangalore, India** Aug 2004–Aug 2009

*Team Lead and Programmer on .Net Technology*

* As the technical team lead, led the team to develop a software solution that would help business analysts in gathering requirements for Siebel CRM projects.
* This tool was built using .Net technology C# and MySql database. As the team lead I was responsible to come up with the architecture, Design, Development and programming using C#.
* A completely new technology and programming role, I was able to effectively deliver the solution within the planned timeframe.

***Team Lead and Developer for Siebel EAI***

* As the technical team lead, led the team through the entire software lifecycle starting from requirements gathering, through design, development, testing and delivery, for a global client.

Developed real time interfaces to provide an integration solution between the Siebel sales and Siebel eSales modules. Technologies Worked on – Siebel EAI (Virtual BC, IO, IC, Workflows)

***Software Developer and Functional Support Engineer***

* As a developer, designed and developed a batch interfaces using PL/SQL procedures to extract Siebel data into a flat file. The Integration was between the Siebel eCommunications and an external application. Technologies Worked On – Dynamic PL/SQL, Siebel Relational Data Model, Oracle 9.0.
* Performed the role of Siebel functional consultant, in providing Support to business users of clients across all geographies. Primary responsibilities included understanding the functionality of Siebel Sales and the business processes implemented through it. Thereby I had to support users in achieving the day to day business tasks by providing online support and over phone. Main tasks involved closely interacting with the users and working closely with them.

**Work Authorization**

* I carry a valid H1 B visa
* I also carry a B1 Visa

**Philanthropy and extracurricular activities**

* Trainer in Jeet Kun Do - Trained in Bruce Lee’s Martial Arts in Austin and Boise under the direct disciple of Lee, by Sifu Chris Kent
* Compassionate to serve and take part in Social service activities in South India whenever opportunities come by.I am a devote and volunteer of the Spiritual Organization Sri Mata Amritanandamayi Ashram and Sri Ramakrishna Mission.
* Passionate about teaching and instructing during my free time as a hobby.
* Organic farming and agriculture – I believe that sustainable living is essential in the current environmental conditions that every individual should practice to preserve our nature and provide a healthy atmosphere for the future generations.