**Summary of Professional Experience**

Solid 15 years’ experience in Quote-to-Cash (ERP & CRM) Consulting, Professional Services, Customer Advocacy, Sales and Operation Management in defining, planning, configuring, building, and deploying enterprise solutions including Oracle, Salesforce (SFDC) platform from CRM (Lead to Opportunity), Quote to Cash (QTC), CPQ (Configure, Price, and Quote), Contract Management (CLM), Service Entitlement, Installed Base, Sales & Marketing, Pricing & Discounts, Order Management, Logistics, Healthcare IT, Medical Device Mfg., contract compliance with expertise in **leading client-facing, architecture scoping** discussions, gathering requirements, kick-offs, deep-dives, cross-functional collaborative management using waterfall, Agile and experience in Analytics, Reporting & BI with industry leaders such as IBM Singapore, Honeywell UK, **Oracle, Sun Microsystem, Cisco, Apttus, Palo Alto Networks**

**Certifications and Accomplishments**

**Kellogg** Product Strategy Executive Program (on-going)

**Berkeley** Data Science Certification Program

**Apttus** CPQ 201, 202, CLM and Oracle SQL

**Agile** Certified Scrum **Product Owner** (CSPO)

**Stanford** Center for Professional Development – SaaS Pricing Models

**Tools and Applications**

Salesforce (SFDC), Steelbrick, APTTUS CPQ, CLM, Oracle eBS, Salesforce (SFDC), CRM, Cisco tools CSSP, SMS3, OT, PT, ICW, CCW, Reporting, and BI Analytics, Balsamiq Wireframe tool

**Professional Experience**

***Palo Alto Networks, Santa Clara, CA*** *Feb 2019 – Mar 2020*

**Product Owner (Product Management) / Sr. Business Analyst**

* Plan, Design and Deploy Pricing and Discounts program including NextWave Channel and Partner and customers under large and complex selling scenarios.
* Design integrations and solutions based on industry best practices, platform compatibility
* Renewal Quotation Automation (RQA) and revenue growth with pre-approved deals and proposals to be able to cut down costs, time and increase chances of closing.
* Responsible for leading and collaboration with cross-functional team and build relationships with multiple stakeholders, both internally and externally with users ranging from executive to line level.
* Responsible for the entire product management scenario interacting with core technical team, developers, project management team.
* Salesforce Architecture, Renewal Analysis, and approval reviews, proposing alternative solution to business stakeholders focusing on process effectiveness, efficiency, scope for automation (BPA)
* System integration and troubleshooting working closely with Data Governance Team and Business
* Responsible for the “As-Is” and “To-Be” architectural diagrams using Visio / Lucid charts
* Extensive experience as SCRUM Master working and managing technical (both onsite and offshore resources, cross-functional teams, project managers, architects) using JIRA board

**Abbott Labs, Chicago, IL** *Sep 2018 – Feb 2019*

*CPQ Enterprise Solution Architect*

* Provided architecture leadership for large and complex implementation and development projects involving Salesforce cloud, Apttus CPQ, CLM solutions including development, customization, data migrations, integrations, enhancements to existing applications.
* Salesforce CPQ multi-currency billing system and supporting multiple geographies, time zones
* Advanced Approval process setup and configuration design, review with business, email notifications.
* Design Reviews with Deloitte (implementation) team and approval as per process and architecture standards.
* Daily Defects and prioritizations and JIRA user stories, EPICs based on Agile Sprints 1 to 5 and large cart discussions including process and architect reviews, approval and sign-off

*Client: Healthwise, ID 2018 – 2018*

**Solution Delivery Lead**

* Provided design leadership in large and complex implementation and development projects involving Salesforce, APTTUS CPQ, CLM solutions including development, customization, data migrations, integrations, enhancements to existing applications.
* Enabled support to Sales/ Pre-Sales teams and offshore delivery teams to successfully establish and enhance CPQ (Quote-to-Cash) solution footprint.
* Provided in-depth review, recommendations on proposed alternative solutions including estimations/ cost, proposals, breaking down into phases and iterative solution deployment.
* Provided strategic business acumen and understanding of organization strategy and ability to design information systems to deliver that strategy.
* Build and run custom demonstrations and deliver Proof of Concepts (POC).

***Packing, Pricing and Products, Product and Customer Master Data Management (MDM)***

* Assessed and developed high level design requirements for project phases and communicated in writing or in joint-consensus meetings with client teams and came up with detailed specifications.
* Analyzed cross-functional business processes, identify alternative solutions to optimize, assess feasibility, and recommended new approaches via technology enablement.
* Architected solution to enable Healthwise.org to implement the revamped (packaged) bundle, options, and add-on services structure that optimized the offering and revenue / profits for the organization with greater flexibility and convenience to their customer.

*UPTIMA Inc – APTTUS CPQ, CLM Partner, San Jose, CA* 2017 – 2018

**Senior Solution Architect and Delivery Executive**

Leading CPQ and CLM (Quote-to-Cash) team from pre-sales, scoping, projects and customer management followed by solution design and build. Leading customer “discovery” calls and workshops from kick-off meetings till go-live and post go-live support. **SoW (Statement of Work,** Due diligence and professional services engagement price estimate). Configuration, Process builder Workflow. SteelBrick (Salesforce CPQ) pricing models, creating bundles and options with group pricing.

*PROS Inc., Houston* 2015 to 2016

**Senior Solution Architect and Pre-sales Executive**

Lead multiple client CPQ and strategic projects including “Cloud First” and “Cloud Security Alliance” initiatives. Worked with cross-functional teams and participated in strategy calls to come up with accurate responses to RFP and RFQ inquiries sent from clients.

Lead efforts in the development of CPQ e-learning content by conducting trials and tests in internal demo environments.

* Lead project kicked-off meetings, understanding the pain-points with their current “as-is” system.
* Lead and organized meetings, working sessions to elucidate requirements, scenarios and use cases.
* Responsible for solution roadmap working along with configuration engineers, business analysts, project managers in getting client acceptance and sign-off.
* Reviews and recommendations to major deliverables as needed to align with the project scope and timeline and quality standards.
* Client visits and presentation to clients as part of pre-sales activities to support clarifications.
* Designed, deployed and monitored Scrum Projects, User Stories, Epics, and Tasks in Rally tool.

*Apttus, Inc., HQ San Mateo, California* 2013 - 2014

**Solution Architect, Business Analysis Lead**

Worked with some of the top clients of Apttus providing CPQ (configuration, pricing and quoting) solutions and helped in aligning strategic business goals with the capabilities of the application.

*Customer 1: Hill-Rom Inc. Batesville, IN*

* Hill-Rom is a leading worldwide manufacturer and provider of medical technologies and related services for the health care industry, including patient support systems, safe mobility and handling solutions.
* Managed the project end-to-end. Defined, designed and deployed Opportunity to quote (end-to-end) process for Capital line of business including pricing and discounting solutions, designed catalog of products, bundles and categories for configuration and finally proposal (quote) generation and reports.
* Apttus Products Implemented: CPQ, and Advanced Approval Licenses: 26
* Challenges included replacing the functionalities of their existing ERP system (JDE) with Apttus without duplicating it. Another challenge was to be able to generate (automatically) a dynamic Smart Part # (Code) for the configurations to match their engineering design, BOM thus forming a “Bridge” between their Quoting system (Apttus CQP) and manufacturing / Engineering / Ordering System (JD Edwards). This project consisted of thinking out of the box, solution involved no code customization.

*Customer 2: Alteryx Inc. Irvine, CA*

* Alteryx is a Big Data & Data Analytics company that provides analysts with an intuitive workflow for data blending and advanced analytics both as enterprise software and on cloud.
* Implemented a simple, end-to-end flow to take care of the complete CPQ processes from Opportunity to Quote to Asset / Installed Base integrated seamlessly with CLM (Contract Management). The project was completed in 2 phases.
* Apttus Products: CPQ (including Assets / Installed Base). Licenses: 95
* This was a unique Quick Start type of project with every requirement solution Out-of-the-Box without any customization. Configuration complexities involved a host of constraint rules to determine which option can be sold with what solution /bundle and price accordingly.

**Other Relevant Experience**

Wipro Technologies Client: Cisco System, San Jose, CA 2011 - 2012

**Principal / Program Manager**

* Responsible for the initiative (part of LSS project) involving retirement of the existing quote to cash (SJPROD) including price lists, discounting set ups to new Oracle R12 environment to enable new features and smoother transactions. Mapped current applications to business process capabilities in R12. Worked cross-functionally with release management teams during and after deployment.

**Sales & Marketing - Lead, Campaign Process Management** 2011 - 2011

Client: McAfee Santa Clara, CA (Employer: Artizen Inc.)

* Lead to Opportunity conversion, de-duplication and MDM (Master Data Management) solutions based on Siebel and Eloqua configurations, use cases and process flow diagrams.
* Business and UAT Testing / QA – test scenarios, planning and scripts and Functional testing on applications, customizations, extensions and interfaces.

**Consultant / Solution Analyst**

Client: Cisco System, San Jose, CA (Employer: Waltech Inc. MA) 2004 – 2010

* Enterprise Pricing and Discounting Management Systems Team / Financial Control
* Pre go-live preparation, release management planning and post go-live normalization
* Product and Service pricing discounts setup and transaction solutions involving Service Programs / Offers, Service Levels and Product Categories (PGC) hierarchy.
* Publication and 2-tier and 1-tier partner contracts, renewals opportunity process.
* Worked on SalesForce.com (SFDC) customization integration with Oracle systems to enable non-standard deals follow deal approval process.

Client: Cisco Systems – Customer Advocacy

* “Cisco International (CI)” strategic initiative: This high revenue impacting project was part of Cisco implementation of independent buy sell entity establishment. To setup an automated / integrated business in Brazil and subsequently in other countries. This project involved setting up operating unit (OU) with Quote to Cash processes flow automated. This was a multi-million dollar $ Commerce Transformation program, which extended sales model capabilities.
* Delivered and documented the process flow for service sales and marketing operation for the existing US/CAN entities and the new proposed Brazil entity.

**Education and Skills**

**Academic Background:**

Master’s Degree in Engineering (NIT Surathkal) with Advanced Math, Statistics, Materials Engineering

MBA for Global Innovators from California State University with focus on Technology

**Professional Networking Profile**

<https://www.linkedin.com/in/kiranks>

**Visa Status:**

US Citizen with Overseas Citizenship of India (OCI)