

Triveni Challagundla

Zuora Developer

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... OBJECTIVE:

To work in a challenging domain that provides generous opportunities for better growth and amelioration in my career.

Seeking a challenging and rewarding position in a growth-oriented organization, which provides me an opportunity to improve my skills professionally and personally, mutually benefiting the organization and progressing in career.

📁 EXPERIENCE:

MRSR Techno Services Pvt Ltd

Zuora Developer, Hyderabad, Telangana

12/2020 – Present

- ✓ In-depth knowledge of Zuora Object Model, Workflows, Rest APIs, Product Catalogue Management, Billing Payment Operation, Notifications and Manage billing documents.
- ✓ Expert in Subscription Management like renewals, amendments, and other features.
- ✓ Handling customer complaints and resolving billing issues.
- ✓ Collaborate with other departments to ensure billing accuracy.
- ✓ Verifying with other orchestration that orders have been fulfilled.
- ✓ Analyzing all billing procedures and identifying opportunities for improvement.
- ✓ Worked on various Billing requirements of the client throughout the tenure.
- ✓ Identified various options for product catalog configuration based on business needs.
- ✓ Good knowledge in billing documents templates and notifications.
- ✓ Expertise in Third-party tax integration solutions.
- ✓ Worked with business users and operations teams to understand business needs and address issues.

Way2online Interactive Pvt Ltd

Email Campaign Manager, Hyderabad, Telangana

04/2018 - 12/2020

- ✓ I am a Digital Marketing Professional, having around 2+ years of experience in areas including Campaign management & Campaign execution, CRM. Strengths in marketing strategic, campaign planning, measurement, and analysis.
- ✓ In Campaign Management performing various roles such as Campaign Specialist, Account manager and Deliverability Campaign Executive for a digital marketing company and Agencies.
- ✓ My responsibilities include development and management of the Email campaigns, SMS, Push notifications, data segmentation, query execution and testing.
- ✓ Host daily stand-up meetings, providing daily status reports and addressing issues and concerns. Problem solving and meeting tight deadlines for various projects.
- ✓ Project Management, Quality Assurance, Team management, Service delivery.
- ✓ All stakeholder's collaboration and reporting and have handled projects from UAE, US, UK clients.
- ✓ Workflow in management and issue handling.

 SKILLS:

- ✓ Zuora
- ✓ Salesforce
- ✓ Agile
- ✓ Jira
- ✓ ServiceNow
- ✓ Mailchimp

 EDUCATION:

Master of Business Administration-05/2021

Alagappa University, Karaikudi, Tamil Nadu

Bachelor's Degree-05/2018

Acharya Nagarjuna University, Guntur, Andhra Pradesh

 PERSONAL DOSSIRE:

Date of birth: 7th Apr 1997.

Areas of Interest:

Reading

Music

Traveling

Languages known: English (Both Written and Spoken)

D.No:1-308, Tangedumalli(Post), Santhamaguluru (MO), Prakasam (Dist) Pincode: 523169, AndhraPradesh.

Nationality: India

Passport: Available upon request.

Place: Telangana, India

(Triveni Challagundla)