**Noel Katta**

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**Professional summary:**

* Proficient **Business Systems Analyst** as well Administrator around **7+ years** of IT experience in Zuora/Salesforce.
* Equipped with strong experience in **Business Requirements Gathering, Evaluating Data Sources, Translating Requirements into Specifications, and Application Design**.
* Expertise in **Zuora Admin functions/Subscription Billing** 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
* Hands-on experience supporting daily Salesforce.com Ranging from **Sales Cloud, Service Cloud, AppExchange applications**
* 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.

**Skill Matrix**

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| --- | --- |
| Zuora Billing System Analyst  | 5+ Years |
| Zuora Billing Subscription  | 4+ Years |
| Salesforce Business Analyst  | 4+ Years |
| Requirements Documentation (BRD) | 6 +Years |
| System Design Documentation (SRS) | 6 +Years |
| Jira | 6+ Years |
| SQL | 6+ Years |
| Agile Scrum | 6 +Years |

**Professional experience:**

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

**Zuora Billing System Analyst/ 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.

**Role & Achievements:**

* 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 2016 to June 2018**

 **Zuora Business Systems Analyst/ Salesforce/**

* 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 2014 to June 2016**

**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:**

* Complete study of the in-house requirements for the data warehouse. Analyzed the DW project database requirements from the users in terms of the dimensions they want to measure and the facts for which the dimensions need to be analyzed.
* Provide best practice consulting, implementation and migration services for Exact Target Marketing Cloud (email, SMS, social, web, advertising, analytics, etc.)
* Specialize in data mapping to determine how records enter Sales Cloud and feed into automations, journeys, and deployment segments.
* Initiated and managed data integration to the Salesforce.com platform.
* Responsible for supporting business & customer's key objectives through analyzing data via creation of Salesforce.com (SFDC) reports and dashboards.
* Submit ticket to Zuora Support for any system related issue. Notify team of Zuora upgrades, updates and system outage.
* Involved in mentoring specific projects in application of the new SDLC based on the Agile Unified Process, especially from the project management, requirements and architecture perspectives.
* 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.
* Involved in creating automated Test Scripts representing various Transactions, Documenting the Load Testing Process and Methodology. Created meaningful reports for analysis and integrated the Performance Testing in the SDLC.
* 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 2012 to May 2014**

**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