**Manjunatha D Belgere**

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| Executive Summary   * Highly motivated individual with 12 years of experience in designing, developing and managing enterprise software and cloud solutions from concept through delivery, in high tech companies * Has deep understanding of the SaaS products business and the technologies that enable the organizations to build IT systems to handle sales and back-office operations seamlessly * Over 7 years of experience in IT back-office ops systems that involved Salesforce, Steelbrick, Apttus, Siebel, SAP, Oracle configuration, integration, migration projects building seamless ERP systems supporting business * Strong team player who can drive the projects to completion, experienced in leading teams in waterfall/agile methodologies, with the knowledge of Sprints, Planning, Backlog grooming, Epics & Stories in JIRA, setup dashboards for monitoring progress, Sprint closure ceremonies - Review & Retro   Work History  Intuit (client), Mountain View, CA 12/2019 - Current  Business Process Architect, Finance   * Working with the Finance teams to understand and document requirements, process flows and use cases for new enhancements and initiatives by business * Partner with IT to build the solution by translating business requirements into system requirements * Contribute in E2E solutioning (Q2C) with focus on Finance processes – Billing, Payments Processing, Tax, Accounting and Revenue Recognition involving Salesforce, Siebel and Oracle BRM systems * Partner with QA in ensuring the solution built is accurate and has no gaps by defining the test scope, reviewing testcases, evidence verification, bug creation and tracking to closure   Palo Alto Networks (client), Santa Clara, CA 06/2019 – 10/2019  Business Analyst, CRM (Salesforce)   * Leading the project to build e-commerce platform (marketplace), CPQ, CLM and Billing infrastructure on Salesforce for the cloud products * Driving the discussions on requirements, design and development of Quote to Cash solution (Sales Cloud, Steelbrick and Apttus CPQ, Salesforce Billing integrated with SAP ERP) * Building design solutions (product and pricing rules, approval matrix, docusign driven contract management, auto-provisioning, direct and channel sales motion, OTC integration with ERP, Sabrix tax integration, D&B credit limit checks) * On-boarded and integrated products from acquired companies on the infrastructure and migrated products from legacy CPQ system (Callidus) |
| Rackspace (client), San Antonio, TX 06/2018 – 05/2019  Business Analyst, CRM (Salesforce)   * Led major projects for Salesforce team which involved instance migration (NA32 to NA34), Lead to Order and Order to Cash projects (involving Apttus CPQ/CLM integration), Marketo integration * Leading discussions capturing requirements from sales, product management, marketing, channel ops, commissions and finance teams and documenting (Jira, Confluence) * Migration from in-house CPQ system to Steelbrick CPQ involving data mapping, data clean-up, scripting and testing * Release management co-ordinator for the team ensuring standard release processes are covered   IBM, Bangalore, India 01/2017 – 03/2018  Product Manager   * Product Manager for MaaS360, an endpoint management product, responsible for the development of features for Apple platform (iOS, macOS and tvOS) * Set the product roadmap, prioritize and deliver the feature, provide market materials, help sales team demonstrate product features to convert the leads into customers * Facilitated sprint planning meeting, backlog grooming, sprint review. Led team strategy, revenue forecast, resources assignment, developed new value-added services, defined and implemented best practices to ensure customer success through a cohesive services delivery process. * Worked on migrating product offerings into Salesforce - Data mapping between the legacy CRM and Salesforce, captured integration details with ERP systems, carried out testing of configurations in Salesforce, data migration, assisted with demos to the S&M team   Klienwort Benson (client), Pune, India 07/2015 – 12/2016  Business Analyst   * Redesign and enhance legacy applications to comply with regulatory requirements globally plugging the gaps related to regulatory requirements (Basel, SEC and MiFID-II) * Productize the services and onboard solution into Salesforce - studied the regulatory requirements for swaps in all the markets (APAC, EMEA, Americas) * Data mapping for onboarding the company offerings into Salesforce and integrating with legacy systems, work closely with salesforce technical team to address integration related activities * SFDC admin activities: setting up sales workflow, defining products catalog, manage user accessibility, configure security setting, setup Steelbrick CPQ/CLM (Steelbrick)   JP Morgan Chase (client), Pune, India 04/2014 – 07/2015  Business Analyst   * Do Gap Analysis, process alignments and map such modifications in Risk and Regulatory apps * Capture Liquidity Risk, Interest Rate Risk, Forex Risk, BASEL, FATCA changes from various sources, compare and check the feasibility for upgrading system, and finally translate it to system requirements * Responsible for Scoping, planning, implementation and roadmap development for the applications * Documentation of business requirements in BRD, mapping such requirements with relevant systems in FRD and capturing such changes in FSD. Further, to review BRD and FRD with relevant stakeholders * Tracking project in project planner, preparing Requirement Traceability Matrix (RTBM), QC log, Specs List, lessons learnt documents and informing key delivery status to relevant stakeholders   Apple (client), Mysore, India 09/2008 – 06/2012  Senior Systems Engineer   * Develop an information synchronization application/data repository (iCloud predecessor called SyncServer) for iPad, iPhone, iPod and Mac, used by the end users of the client specific to calendars, contacts and bookmarks * Built and maintained a Content Management System that helped to manage the Web Services: it maintained the version history, offered subscription and publishing capabilities * Carry out the activities like coding, testing, analysis, review, bug fixing, report generation, enhancements, tool development, production support   **Core Competency**   * **Domains -** B2B SaaS Products, CRM, Billing, ERP, Cloud Security * **Software & Tools -** ServiceNow, Apttus, Salesforce, OracleBRM, Siebel, Jira, Confluence, Jenkins, Github, Aha   Education   * **MBA-Finance**, Indian Institute of Management, Kozhikode (July, 2012 – March, 2014) * **Bachelor of Engineering in Electronics & Communication**, M S Ramaiah Institute of Technology, Bangalore (October, 2004 - June, 2008) |