

Bipendra Singh

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Objectives:

To seek a challenging position in a team that gives me an opportunity to enhance my professional skills in combination with goals and objectives of an organization.

PROFESSIONAL SUMMARY:

- Having experience as Business Operation.
- Good knowledge in the domain of **Oracle Applications E-Business Suite**.
- Good knowledge on the Order Management, Order to Cash, Order Processing, Install Base and understanding of data flow across modules.
- Worked in Oracle 11i, R12 Development, Enhancements and support.
- Excellent team player with good communication, interpersonal & problem-solving skills, enthusiasm to learn new technologies and capable of working independently, as well as part of a team.
- Basic knowledge of revenue recognition.

AREAS OF EXPOSURE:

ERP: Oracle E-Business Suite 11i, R12

Customer Data Management

Order Management

Order to Cash

Service Contract Management

Salesforce (SFDC)

Install Base

Sales Operations

SAP

INDUSTRY EXPERIENCE:

Senior Analyst

Oracle India Pvt Ltd

Jan 2017 - Present

Roles and Responsibilities:

- Working in multiple roles as Global Senior Revenue analyst, Relationship Coordinator, contract renewal advisor, migration, assignment and Business Services Accountant to support various functions and departments.
- Handling all the escalation on daily basis.
- Working on Booking Order, contract creation, quote generation, pricing calculation and invoice issue for direct and indirect customer.
- Manage Customer merge, acquisition, legal name, agreement change of customers.
- Manage and coordinate project to bring customer license in oracle database with technology sales and other LOB of business.
- Booking Cloud adjustment SAAS order.
- Taking care of Software and cloud shelving request.
- Clean up the oracle database to ensure customer information is correct and customer is accessible to license.
- Taking care of all the type of licenses(Java, Linux, perpetual, term license & My SQL)
- Taking care of CMRB, dispute, support & license termination.
- Provide install base report for active licenses & Metric and license change.
- Resolving customer issue by engaging all the channels.
- Booking Dummy order, Generic CSI Beta CSI order.
- Taking care of Payment issue for assignor and assignee contract duration.

Additional Responsibilities:

- Handling escalations effectively which required a sound verbal and written communication with the requesters globally.
- Leading, mentoring and monitoring the performance of trainees to ensure efficiency in process operations and meeting of individual and team targets
- Working on ad-hoc analysis requested by managers.

Achievements:

- Was AWARDED YAR 4 times & 1 time RNR Awarded for higher productivity, accuracy
- Recognized as Shining Star for handling multiple bulk requests with quick turn around
- Maintained 100% TAT and quality in the process & Generated ideas for process improvement
- Appreciated by different LOB Managers, Sales, stakeholder for excellent performance in resolving requests with accuracy and turn around.

Analyst 3

Unisys Pvt. Ltd

Jun 2015 – Jan 2017

Roles and Responsibilities:

- Booking & billing of US & Canada Region.
- Setting up contract for Maintenance for annually and prepaid & Renewal of Software subscription & Renewal of License.
- Processing OTB invoice, credit, Manual invoice and contract termination.
- Editing Invoice as per customer requirements.
- Estimation of price for third party product.
- Install and current location changes for HW products.
- Review the ordering documents terms and clause.
- SOX Audit of contract on weekly Basis.

Finance Analyst

Hewlett Packard

Dec 2013 – Jun 2015

Billing & Reporting Team:

- Validation of Reports, work on monthly report
- Preparing billing amount based on advertisement
- Preparing report for AOL and third-party customer
- Verify the ordering documents
- Creating new customer based on bill to and Ship to
- Updating rebate for customer

Process Associate

Accenture Service Pvt Ltd

Jul 2012 – Oct 2013

Order Management:

- Taking care of booking and billing of order.
- Quote creation for NCR customer
- Taking care of order changes.
- Taking care of CMRB process.
- Invoice generation and sending invoice to customer.
- Creating Child order from master order and calculate price.

SKILLS & STRENGTHS:

- Ability to work & deliver in the demanding environment.
- Goal oriented and build network and connect easily with all.
- Quick learner and willing to adopt new challenges
- Ready to work in individual mode and in team mode.

PROJECTS:

- ACS stores order booking
- Multiple CSI Clean up
- Talar Project

EDUCATION:

- Bachelor Business Management (BBM) Degree in from IBMR, Bangalore University – “2012”

PERSONAL DETAILS:

Name	:	Bipendra Singh
Father's Name	:	Vijay Prasad Singh
Mother's Name	:	Lalita Singh
Languages Known	:	English, Kannada & Hindi.
Permanent Address	:	# #2, JP Nagar 6 th phase, BLR - 560078.
Nationality	:	Indian
Hobbies and Interests	:	Playing Football, Travelling & Watching Series.
