SUBHRANSHU PRADHAN

San Jose, CA

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SUMMARY

- Technology/Management Consultant with over 13 years of Implementation & Support experience in SaaS and TMT industry.
- Expertise mostly in delivering tech programs from inception to delivery.
- Proven track record of operating autonomously across multiple teams in different time zones, along with providing critical thinking and thought leadership.
- Been involved in Business analysis, Business transformation, Product selection, Vendor selection, Fit-Gap analysis, CRP sessions, Functional design creation, Test script preparation, Test script execution, Functional setups etc.
- Conducted Requirement gathering and Process re-design workshops involving cross functional teams at many Clients.
- Experienced in Implementing Salesforce (CPQ/Billing, Sales Cloud, Admin/Config) & Oracle ERP Cloud/EBS R12 modules such as Oracle CLM, Oracle Subscription Management, Oracle Service Contract, Oracle Install Base, Oracle Account Receivables, Oracle Order Management, BRM, CPQ etc.
- Proficient in working with different software development methodologies like Waterfall, Agile and Hybrid Agile etc.

SKILLS AND EDUCATION

SKILLS

- Salesforce :   Salesforce CPQ/Billing, Sales Cloud & Salesforce Admin/Configuration
- Oracle Cloud :   Cloud CLM, Cloud Service Contracts, Cloud Subscription Management, Cloud PIM, Cloud Pricing, Cloud Receivables, Cloud CDM, Advanced SQL/PLSQL, Oracle APIs
- Oracle EBS :   Oracle AR, Oracle OM, Oracle GL, Oracle Inventory, Oracle Service Contract, Oracle Install Base, Oracle pricing, OBIEE, Advanced SQL/PLSQL, Oracle APIs
- Other Tools: Jira, Confluence, Payment systems, Tax systems, different CPQ systems, HPQC

CERTIFICATIONS

- Salesforce Certified CPQ Specialist | Cred ID 21568143
- Salesforce Certified Administrator (SCA) | Cred ID 21526473
- Oracle Financials Cloud Receivables 2020 & 2018
- Oracle Procurement Cloud 2017
- Oracle Certified Associate (OCA) Since 2008
- Coupa P2P certified
- BRM Level1: Oracle Communications Convergent Charging Sales Specialist

EDUCATION

- Bachelors in APPLIED ELECTRONICS & INSTRUMENTATION engineering from B.P.U.T University, Orissa, India **| CGPA: 7.5 | Jun 2007**

PRICEWATERHOUSECOOPERS CONSULTING| San Jose, CA   **Apr 2017 – Jul 2020**
Solution Architect – Clients: Digital Realty, Office Depot, Symantec

- Lead a cross-functional team consisting of Product & IT Teams to redesign /enable Q2C processes like CLM, Order Management, Subscription billing & Invoicing capabilities using Salesforce & Oracle ERP Cloud.
- Designed and Deployed Custom Tabs, Validation Rules, Approval processes and Auto Response Rules for Automating business logic , Configured Profiles and Administrative Permissions to grant /deny users access to platform features, implemented picklist, field dependencies, look-ups, Master Detail relationships, Validation and Formula fields for custom objects.
- Coordinated with Product, Business Operations & IT Teams to Support Salesforce CPQ Implementation tasks such as bundle Configuration (features, options, option constraints, configuration attributes), product rules, price rules, discount schedules, pricing, contracted pricing, quote templates, quote processes and custom actions, Contract creation, Contract renewal, invoicing and automated billing.
- Worked on CPQ renewals business process that includes contract renewal, Amendment, Co-termination of multiple contracts, Hands on experience working with Orders, contracts, subscriptions, Assets and other standard CPQ objects.
- Redesigned the process of contract authoring, negotiations, red lining etc for 7 types of North American CLM templates and integrated with boundary systems like SAP, Sales force and Yardi into Cloud CLM.
- Enabled Subscription/usage based billing for different scenarios such as New order, Modifications/MACD, Renewals, Terminations, Co-terminations, One time set up fees and Notifications using Salesforce and integrated with downstream finance system for Invoicing, Payment, Revrec etc.
- Worked with the client finance director & team members to understand and alleviate the pain points regarding invoicing, receipt generation, lockbox transition for customers, collection issues etc.
- Collaborated with business and IT owners of 5 boundary billing systems for successful integration and invoice generation in Oracle cloud AR.
- Managed Functional testing, SIT, UAT, setup migration, data conversion for CLM & SM tracks and provided status updates on a weekly basis to both operating committee, steering committee for the project.
- Delivered an EDI implementation project for a bay area client from Inception to Delivery, reducing the New order/Renewal processing time by 4 business days. On boarded 110 partners across the globe, spread over 4 phases of roll out.
- Managed a team of 20 people including client IT team and two third party vendor teams . My job also included tracking project financials, managing SOWs and change orders along with onsite day-to-day management to stay aligned with overall program timelines and objectives.

DELOITTE CONSULTING | San Jose, CA   **Jan 2015 – Apr 2017**
Solution Architect – Clients: Cisco, RMS Inc, Dell Computers, Polycom

- Worked with a bay area client to enable their India (GST implementation) and China (New OU Setup) Localization with respect to their current Quoting, OM and Services processes.
- Worked as a solution architect for an 8 weeks assessment and follow up implementation work in OM and Service contracts related modules including Salesforce integration, Oracle Inventory, CDM, AR Invoicing etc
- Worked as a solution architect for a fortune 100 client for their LATAM counties implementation including Requirement gathering, Process flow documentation, FD creation, BR100 creation for their OM, Subscription/Usage based billing, Invoicing & GL processes.

ACCENTURE CONSULTING | San Jose, CA   **Aug 2012 – Jan 2015**
Senior Business Analyst – Clients: Symantec, Cisco

- Billing solution architect and Quote to Cash SME for a Business Transformation Program at a bay area client involving Core Finance and Quote to Cash modules. Worked on Quoting, OM, Service contracts, AR, GL and Reporting requirements.
- Created a custom billing solution to support different ordering and billing scenarios such as New order, Modifications, Renewals, Terminations, Co-terminations, One time set up fees and Notifications, thereby helping the client save on Third party integration, Renewal fees and employee overhead costs.
- Worked with different third party systems such as SFDC, BMI, CDH and Flexera for integration with Oracle EBS.
- Integrated Chase Paymentech for credit card processing with Oracle EBS.
- Developed end-to-end testing scenarios encompassing a thorough understanding of business financial processes from contract management through invoicing and cash application.
- Worked as the Q2C lead for the post production support for R1 leading a team of 20 people off shore.

IBM | Kolkata, India **& ACCENTURE CONSULTING |** Bangalore, India   **Jun 2007 – Jul 2012**
Team Lead – Clients: BMC Software, Amway, Infoprint, Motorola, Towers Watson, WMS Gaming
From 2007-2012, I worked as a technical consultant in various capacities such as – Developer, Senior Developer, Team Lead and below are few of the activities I was mostly involved with:

- Data Conversion from Legacy to Oracle systems
- Interfaces/Integrations between systems
- Custom/ standard report generation using BI Publisher and OBIEE
- Technical design creation
- Status reporting