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| Kiran Gole | |  |  | | --- | --- | | Parthavi Homes, F-410/D, 3rd Floor, Narhe, Pune - 411041 |  | | +91-90110 80184 |  | | omkirangole@yahoo.co.in |  | |

Experienced in Finance, Sales Operations, Consultant and Business Operations. Efficient in SFDC, Zuora, NetSuite,

Oracle R12, CPQ, Tesorio, Customer Data Management, Contract Management, Order Management, Reporting Tools, Install Base, Quote-Deal/Opportunity Management, Sales Commissions Management, License and Sales Renewal Management, Accounts Receivable, Credit Collection and Billing Management.

# Expertise and Skills

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| --- | --- |
| * Quote to Cash and Sales Operations * CRM: Salesforce, ERP: NetSuite, Oracle R12, Zuora, SAP * Partner Management, On-boarding, Training * Sales Support and Contracts Administration * Customer Service, Customer Data Management * Dispute Resolution and Reporting  Projects  * **Auto-Book/No Touch OM**   • Auto-booking of contracts and orders.  • Identifying improvement areas.  • Testing different scenarios.  • Training Peers and Partners on new features.   * **SFDC Enhancements**   • Adding new fields to existing SFDC page layouts to improve reporting and tracking.  • Creating New Tabs in SFDC for RMA process. | * Process Improvements and Quality Analysis * Process Mapping, Training & Development * Data Migration and Process Transition * AR/Billing/Credit Issue Resolution * Project Management, Team Building & Leadership * Escalation Management * **Partner Training Program**   • Publishing a detailed report for partners on success rates of order submission.  • Providing training to partners on License Management.  • Helping partners to understand internal process requirements.  • Working with IT to create Partner Training Portal. |

# Work Experience

### May 2020 – Present

## Billing Analyst

## BlueJeans Network (I) Pvt Ltd. Bangalore

* Well acquainted with **Order-to-Cash** flow commonly known as O2C chain "**Opportunity to Order**" that covers business-to-business (B2B) and business-to-consumer (B2C) sales.
* **Billing Management –** Day to day accounting for Accounts Receivable, daily processing of orders, following detailed procedures, perform Contract review with special attention to accuracy and timeliness.
* Review sales orders for completeness and accuracy; invoice reconciliation to customer quote/order, contract terms, and non-standard approvals.
* Accurate and timely invoicing to the customers, both Direct and Channel partners to reduce Days Sales Outstanding of the organization.
* Ensure proper control checks and providing timely responses to internal / external queries.
* Issue monthly and weekly statements to the re-seller partners and apply all customer payments in the billing tool Zuora.
* Ensure the consistency of Annual Recurring Revenue flowing in the Billing and Booking tools.
* Taking adequate actions in order to encourage timely payments, resolve customer billing and credit issues.
* Conduct a proactive follow-up on customer payments, ensuring the receivables are collected by due date and pre-empting issues that could lead to a delayed payment. Maintaining daily contact with customers to ensure that cash is received on or before the due date.
* **Order Processing -** Book orders accurately and in accordance with the Company’s revenue recognition policy.
* Work with cross-functional teams (Sales, Finance, Legal) to resolve issues related to booking completion.
* Process and provide credit memos for the invoice adjustments, Reviewing & Analyzing of Unbilled Cost.
* Assist in resolving customer claims/issues and engaging with the correct internal departments, including Sales and Sales Operations to ensure timely resolution in any customer dispute, with a strong focus on providing excellent customer service.
* **Contract Administration -** Reviewing and monitoring all contracts across their lifecycle right from checking the contractual language, financial and service quality terms and conditions, and other relevant obligations.
* Ensuring all contracts are duly approved and signed by the respective authorized signatories and in specific cases responsible for attaching the digital signatures as applicable.
* Execution of all signature related processes including our e-signature process leveraging the EchoSign/Adobe sign Process/tool.
* Upload and maintain Contracts within Blue Jean’s Contracting systems globally. Coordinating with the Legal team during the contract signing phase, ensuring correct input and e-record of the contractual legal documents using ERP and other CRM tools such as SFDC and keeping contract copies region wise.
* Maintain complete documentation accurately, in accordance with company policy and accepted accounting practices.
* **Cross Functional Coordination -** Working with Sales, Sales Ops, Deal desk/Revenue, Provisioning Team to ensure smooth Quote to Cash processing of a Deal.
* Actively participate in the Month End close, including completing reconciliations and other month end tasks, working closely with the broader Finance Department, to ensure a successful and timely close.

### JUL 2016 –May 2020

## Customer Service Specialist – SME (GBS)

## Symantec Software (I) Pvt Ltd. Pune

* **Sales Support -** Assist Sales with entry of customer and product data into pricing model to generate customer quote, advise Sales on required approvals from finance and Legal based on deal make-up.
* Support Sales Weekly Linearity Targets by tracking deals and supporting the Sales Teams to resolve any issues.
* **Quote Support -** Creating quotations in CPQ, Opportunities in SFDC and generate reports from Qlik Sense Tool
* Validation of Quotes, Purchase orders and customer’s Install Base details.
* Report the status of the quotes, advise the sales team on renewals opportunities in pipeline.
* **Order Processing -** Review, validate PO, order processing and tracking, SLA reporting, working on cases and resolve queries based on various process workflows and logical thinking.
* Completing various crucial, complex and high priority orders in day to day and specially the high volumes of revenue orders at the time of month, quarter and year end.
* Resolving Order Processing and Billing / Credit issues, verify invoice for correctness after booking and work on resolution in case of variances.
* **Billing Management -** Monitor accounts daily, generating invoices and account statements, identify outstanding account receivables, investigate historical data for debts and bills, take actions in order to encourage timely payments, resolve customer billing & Credit issues.
* Invoice upload on different portal for different customer and maintaining records, prepare and present reports on collection activities and progress.
* Assist Sales, Partners, customers, internal & external stakeholders to resolve accounts receivable issues.
* **Customer Data Management -** Set up new accounts and amend in Customer Maintenance application.
* **Contract Management -** Review contracts to determine elements to be entered into the system.
* Review Partner Network Agreement or existing agreements with parent or affiliate company.
* Work with Legal team to determine next steps for contract completion

**Team Management - SME**

* Accomplished **E2E 4 process migrations** and **1 Transition** from 3rd party vendor to Symantec.
* **Work Queue Management -** work assignment, managing Salesforce.com – Managing internal and Partner requests and resolving Licenses, Contracts, Order processing, Billing and Credit issues.
* **Floor Support -** Providing Trainings to peers and Manage customer/partner relations on transactional basis.
* Performing quarterly audits and providing detailed analysis and reports to Business Heads.
* **Escalation Handling -** Handling RMAs/OCR - getting approvals, processing RMAs and generating Credit notes
* **Resource Management -** Planning and allocation as per requirement, Stakeholder meetings for SLA review
* Testing new enhancements, SKUs and new releases in UAT and providing findings to IT and BA’s, Creating and updating Process Documents (SOPs) and Cheat Sheets.
* Works effectively as a team member but also independently with stakeholders in the Centers of Excellence for process improvements and work in Rotational shift to provide Global Support in Shared Service Center.

## Accomplishments

* Received 5 WOW awards for outstanding performance.
* Certified in **Six Sigma** with **White Belt**.
* Actively participated in different CSR activities

### Sep 2013 – mar 2016

## Sales and Contracts Administrator

## m-hance India Pvt Ltd. Pune

* **Contract Administration -** Contract review and processing to support the Contracts Manager with all aspect of contract administration sending letters to customer regarding support package renewals.
* Collating information related to renewals from Microsoft website, validation of Quotes, Purchase orders and customer’s Install Base details.
* **SME and Lead -** Customer service Renewals - Notification and renewals
* **Sales Support -** Collaborating closely with the cross functional team and other business partners. Collaborate with In-Field Sales Team to support them and manage queries with respect to Processes and Programs who participate in putting together the deals for the sales team/customer.
* **Sales Quote Creation -** Responsible for purchase order reconciliation to customer quote/order, contract terms, non-standard approvals and Order status inquiries.
* **Order Booking -** Handle booking requests for consultancy services, managing SOP’s and enter PO’s into GP and raising invoices.

## Accomplishments

* Received awards for resolving issues and clearing pending renewals.
* Received an appreciation and 50-pound reward to lead and organize a charity (CSR) event in the office.

### jan 2011 – sep 2013

## Test Administrator - Operations & Audits

## NSE.iT Ltd. Pune

* **Territory Coach -** Provided Training to new TA’s joined in the territory and to share their training feedback to management and Head-trainer to review the performance of the employee before deploying him/her to their base location. Process training to the team members for new clients.
* MIS – Reporting for MH region (17 centers), provide reports to clients/customers as needed.
* Collaborated with Legal team to determine next steps for contract completion and work with IT, Infrastructure, and Data Governance teams closely.

## Accomplishments

* Received a Cash awards for successful Client and Escalations management.

### mar 2009 – nov 2010

## Executive - Examination Services

## Planet EDU Pvt Ltd. Pune

* **PO Management -** Prepare purchase orders, estimates and invoices, handling procurement of required assets.
* Provide timely and thorough communication to all our valued clients and customer, proactively address any potential order/deduction/contract issues.
* Communicate regularly with management advising any critical issues or opportunities.

## Accomplishments

* Received awards for Customer Satisfaction and Operations Champion.

### may 2007 – feb 2009

## Customer Care Associate

## Reliance Communications Ltd. Pune

* Making calls to existing customers to offer additional mobile phone and new offers.
* Making calls to existing customers to offer initiative-taking upgrades.
* Escalating the issue to the concern senior department and getting the resolution as soon as possible.

## Accomplishments

* Achieved 1st Rank in Customer Care Training Program (Crest Training) of Reliance Communications Ltd.

# Education

## MS-CIT (Maharashtra State Certificate in Information Technology): Indapur, Pune

### **May 2005**

## B.A.: Arts, Science & Commerce College, Indapur, Pune

### **FEBRUARY 2002**

## H.S.C.: Arts, Science & Commerce College, Kalamb, Indapur, Pune

### **MARCH 2000**

## S.S.C.: S.K.V.K. School, Indapur, Pune

# Declaration

I hereby declare that the above written particulars are true to the best of my knowledge and belief.

**Kiran Ananta Gole**