|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| KiranGole |

|  |  |
| --- | --- |
| 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

|  |  |
| --- | --- |
| * 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**