MURALI.C. N   **Mobile: 91-9481825610**

                          E-mail: muralicmy@yahoo.com

Career Objective

Seeking a position to utilize my skills and abilities in the field that offers professional growth while being resourceful, innovative, and flexible.

Educational Qualifications

- ♦ Master of Business Administration (MBA) through Distance education, (Algappa University) year 2012.
- ♦ Bachelor of Business Management (BBM) from Pragathi College of science & management studies (Bangalore University) at Chintamani, the year 2009.
- ♦ Pre-University course (PUC - Commerce), from Govt. PU College at Chintamani, the year 2006.
- ♦ Secondary School Leaving Certificate from Govt. High School at Chintamani, the year 2004.

Software Proficiency

Billing Tools   : Zuora (Zuora Billing Administrator and Billing Analyst)
Accounting Tools   : NetSuite, Tally ERP9, QB- Online, Microsoft Dynamics AX R3 (Finance Modules)
Additional Tools   : JIRA, M.S Office, Salesforce, Ariba, BlueSnap, Spector, Saral PayPack
Technical Skills   : HTML, CSS, DQL, Mail Merge

Strength

Good Planning Skills, Accurate, Position, and Ability to complete work in a given time.

Professional Experience 10.07 Years

Current Profile:
- ➢ Working as **Zuora Consultant** at **Xoriant Solutions Pvt. Ltd. (Client – Morgan Stanley)** from **Feb 2022 to Mar 2023**.

    Roles and Responsibilities:

- ● Expertise in various aspects of the Zuora platform, including, **Z-Billing, Zuora billing configurations, Z-Payments, and Z-Finance modules**.
- ● Creating custom **invoice templates** using **Merge field** and **HTML**, allowing me to design highly customized and visually appealing templates that are tailored to clients' unique needs. I have also leveraged my expertise in Zuora to set up these templates within the platform.

- Involved in forming an offshore support team, **trained and mentored the new hires**, helped them in gaining knowledge of the application, understanding the ticketing handling and support process being followed
- Handling **User access requests** and Payment Gateway Access requests, defining **user roles, initiating Bill Runs, Payment Runs** as Zuora Administrator.
- Testing the various business scenarios and providing user stories as part of process improvements.
- Providing User access and defining user roles, initiating Bill Runs as Zuora Administrator
- Create **custom fields** in Zuora for Products, Accounts, Billing and Payment.
- Strong knowledge & experience working in teams implementing **Agile Scrum Methodologies**.
- High level knowledge on designing, configuration of workflows and Zuora developer tools.
- Possesses strong experience in creating workflows to get the best solution
- Testing and implementing new Zuora Release features.
- Involved in Integration and Configuration of Zuora application to Payment Gateways, and, Tax Engines.

Previous Work Summary

- ➢ Working as **Zuora Billing Analyst** at **Bluejeans / Verizon** from **Jun 2019 to Feb 2022**. (JCSS Management Consulting LLP & Infinite Computer Solutions (I) Ltd)

   Roles and Responsibilities:

- Experience in Bill Runs, Billing Document posting, cancel, apply payment and DM/CM along with regenerate and share billing documents.
- Expert in Zuora Administration for maintaining customer Accounts, Billing and Payment activities.
- Extensive work experience in creating Products in Zuora with Rate Plans and Rate Plan Charges.
- Maintain Zuora security by creating different user Roles and Profiles as per the requirements.
- Create custom fields in Zuora for Products, Accounts, Billing and Payment.
- Excellent hands on Order actions for subscription management.
- Create Invoice Templates and Email Templates for Zuora by merging fields from Zuora.
- Maintain Tax transections by Setup Taxation Codes with External Tax Engine.
- Configured user security permission in compliance with organizational need.
- Provided On-Call Support by marking availability at any time during working hours including weekends, addressing system issues, escalations, or any critical issues, would require support involvement
- Prepare Monthly and Quarterly Payment reconciliations from NetSuite to Zuora.
- Involved in the Chargebacks, Fraud accounts process, handling the subscription cancelation, Refunds, Credit Balance adjustments and write-offs.

- ➢ Working as **Lead Finance** in **Insilico Techservices Pvt Ltd (LanceSoft – parent company)** from **Dec 2017 to Jun 2019**.

- ➢ Worked as **Senior Finance Executive** with **Mindlance Technologies Pvt Ltd,** Bangalore from **May 2016 to Sep 2017**.

- ➢ Worked as **Senior Finance Executive** with **LanceSoft India Pvt Ltd (Insilico - parent company),** Bangalore from **Mar 2015 to May 2016**.

- ➢ Worked as **Accounts Executive** with **Pilani Soft Labs Pvt Ltd (REDBUS.IN),** Bangalore from **Feb 2014 to Dec 2014**.

- ➢ Worked as **Accounts Executive** with **Sunrise Graphic Solutions,** Bangalore from **Feb 2013 to Feb 2014.**

- ➢ Worked as **Audit Assistant** with **Reddy and Venkkatesh Chartered Accounts,** Bangalore from **Dec 2009 to Oct 2011**.

Personal Profile

Name	: Murali CN
Fathers Name	: Narayanaswamy
Date of Birth	: 13-07-1988
Marital Status	: Single
Sex	: Male
Place	: Bangalore
Languages Known	: Kannada, English, Hindi, Telugu, and Tamil.

I hereby declare that all the given information is true to the best of my knowledge. I hope you will consider my application and give me a chance to serve in your esteemed organization.

Date:
Place: Bangalore   **(MURALI.C. N)**