

PETER PHAN, CPA

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PROFESSIONAL EXPERIENCE

Cloudera (formerly Hortonworks), Santa Clara, CA

Jan 2018 – May 2020

Senior Services Operations Lead

- Lead a team of four travel and expense analysts responsible for reviewing and approving all Worldwide professional services expenses in accordance with the corporate travel and expense policy
- Supported the Director of Service Operations by providing timely ad-hoc financial analyses and recommendations
- Prepared the quarterly labor and expense accrual to finance and main point of contact for any issues
- Responsible for reviewing and closing out OpenAir projects per established guidelines and managing services de-bookings
- Administered the services on/off-boarding process (i.e. account provisioning/SOX compliance) within OpenAir and NetSuite
- Created the services non-billable spend report using data from Concur and NetSuite and updating the Tableau dashboard for senior level management
- Assisted the regional operational managers on providing a weekly billings and revenue forecast by pulling system reports and troubleshooting reasons for discrepancies and differences between systems
- Lead point of contact on obtaining complex data from both merged companies (Cloudera and Hortonworks) and worked with the financial reporting team on getting the data published on Tableau dashboards

Genomic Health, Redwood City, CA

May 2017 – Dec 2017

Financial Analyst - Revenue

- Managed the quarterly and mid-quarter revenue forecast process and annual operating plan, including international revenue planning and forecast updates
- Supported Domestic and International Commercial organization (Sales & Marketing) for several months while role was being backfilled
- Participated in month-end close process, including the preparation of monthly financial reports for headcount tracking, expense management, and ad hoc projects to drive key strategic business decisions for senior leadership
- Provided commentary and presentation material for the monthly and quarterly financial review meetings including comprehensive variance analyses and updates to business performance results / key business trends
- Created ad-hoc and variance analysis reports to explain business performance and cost savings
- Updated and coordinated planning changes in Host Analytics planning software
- Created and maintained budget trackers during the mid-year forecast and annual operating plan
- Partnered closely with Accounting, S&M and HR to ensure alignment in execution of company's deadlines and objectives

Hortonworks, Santa Clara, CA

Nov 2015 – May 2017

Revenue Operations Accountant

- Performed de-booking analysis to calculate revenue impact adjustment on multi-element arrangements from transactions not de-booked timely (professional services and training transactions)
- Owned the BESP analysis on company summits for the income allocation for training pass, certification voucher and courses
- Created journal entries, revenue related analyses, and post revenue journals by accounts in NetSuite
- Prepared revenue and deferred revenue reconciliations: revenue master forecast, deferred revenue roll-forward, booking between NetSuite & SFDC, booking vs. invoiced for support and other key reconciliations
- Performed due diligence on revenue account balance and presentation and book any adjusting journals as needed
- Assisted the corporate controller in ad hoc reporting requests in a timely manner
- Handled FP&A inquiries regarding bookings and billings for the professional services, education services and support subscription business at month and quarter end
- Reviewed test scripts for the implementation of ASC 606 ARM in NetSuite
- Prepared quarterly revenue by customer detail report used for the SEC quarterly flux analysis by the Sr. Director, Accounting
- Collaborated with internal audit in revenue walkthrough documentation and update testing for SOX compliance
- Manage the weekly professional services and education services de-bookings meetings between the operations and accounting team and compiling the monthly finance de-booking package which includes identifying items to be de-booked, obtaining VP approvals from business and finance, and processing return authorizations, credit memos in NetSuite
- Reviewed and approved customer contracts and purchase orders for revenue recognition

- Worked closely with Sales Operation, Services Operations, Deal Desk, Sales, Legal and AR to perform sales order quality control and resolve any issues

Ernst & Young LLP, San Jose, CA

Aug 2013 – Sep 2014

Advisory Services Risk Associate

- Reported weekly budget vs. actuals on several ongoing projects to optimize engagement economics
- Analyzed flux variances and tested account balances, transactions, and internal controls as a part of integrated audits
- Performed financial statements tie-outs on 10-Q/10-K for various clients
- Assessed the existence, design, and operating effectiveness of processes and controls and assisted clients in developing a remediation plan for identified gaps and process improvements
- Experienced in testing IT general controls for supported business applications in integrated financial audits around logical access, change management, and IT operations

PROFESSIONAL CERTIFICATION & EDUCATION

Certified Public Accountant (Inactive status), General License

Sep 2015 – Present

California Board of Accountancy, License 127727

Santa Clara University, Santa Clara, CA

Jun 2013

Bachelor of Science in Commerce, Accounting

Major GPA: 4.0 **Overall GPA:** 3.82

Awards: Dean's List 2009-2013 Academic School Year, Beta Gamma Sigma Honor Society

TECHNICAL SKILLS

Microsoft Office (Word, PowerPoint, Excel-using v-lookup, pivot tables), NetSuite, Salesforce, OpenAir, Concur, Host Analytics, G Suite (Sheets, Docs, Drive)
