

Summary:

Quality and result-driven professional, engaging in consulting client needs and provide business solutions. Managing expectations with good communication across various levels of leadership, consistent focus on continuous improvement thereby building strong relationships and robust processes. Successfully providing solutions through excellent coordination of regional teams. handling projects with clear objectives and ensuring direction meets requirements while imbining quality excellence.

**Presales | Pricing | Contract Management | Sales Strategy | Commercials | Customer Success | Software License Management | Bid Management | Sales Operations | Deal Manager | Renewals**

Functional Expertise:

- |  |   |
|--|---|
| ❖ Complex Deal Structuring             | Contract Review and Analysis            |
| ❖ Pricing and Commercial               | Account Planning                        |
| ❖ Customer Success                     | Contract Negotiation                    |
| ❖ Opportunity Management               | Quote to Cash Management & Optimization |
| ❖ Bidding and Vendor Management        | Install base and Cloud Renewals         |
| ❖ Sales Strategy and Channel Alliances | Sales forecast and pipeline Management  |

Technical Expertise:

- ❖ ERP experience: Oracle EBS, Siebel, SAP, RightNow, Salesforce & Apttus Contact Management
- ❖ Reporting Tools: Tableau, SFDC Reporting
- ❖ Microsoft Tools: Excel, PowerPoint, and Word

Work Experience:

**Multifunctional Experience in Pre-Sales Consulting & Contracts Management; Sales Operations; Order Management; Vendor Management; Deal Desk.**

**VMware India Pvt.Ltd (Dell) (Feb 2017 to Till Date)**  
**Current Role: Business Analyst –Deal Desk ( Deal Management )**

Responsibilities Handled:

- Manage the contract scoping, configuration, and pricing of hardware, software licenses and subscription agreement quotes.
- Manage customer contracts from initial draft to closure, understanding of budget cycles, procurement processes, and customer contracts.
- Planning and executing the Commercial Framework, provide responses to customer Request for Proposal (RFP) queries.
- Draft, review and validate Contract Change Requests, Amendments and SOWs.
- Coordinate with internal team from initiation till the execution of these contract documents.
- Understand customer requirements and explore potential solutions and create competitive price quotes.
- Ensure compliance of deal and documentation with all business approval policies.
- Provide advisory to sales teams in understanding complex sales issues and collaborate with impacted parties to identify acceptable options to facilitate deal closures.
- Drive customer negotiation & redlining of related contractual documents and build relationships of trust with stakeholders.
- Own the commercial negotiation and perform holistic assessment of a deal.
- Coordinate with sales for Contract & Purchase Order reviews and ensure all requirements are met to fulfill & complete booking.
- Exercise independent judgment and proactively seek guidance where needed in leading deal from quote to closing.
- First Level of pricing approver and responsible to provide sign off on large complex deals on commercials.
- Review RFx document and highlight risk involved and discuss with internal stakeholders.
- Provide weekly reporting to identify current status of deals; highlight issues & track the progress of deal pipeline.
- Plan and execute the renewals on periodical basis by protecting the Install Base Revenue and to ensure we get the best deal for the customer and VMware.
- Track sales pipeline and provide Weekly, Monthly and Quarterly forecast reporting to sales Leadership.
- Fulfillment of all Commercial, Business, Legal & Revenue and Finance requirements from contracts perspective and work with Booking, Billing, AR, Collections, Credits, Provisioning, Tax, Business Practices, Revenue Recognition and Technology Partners.
- Positioned deal differentiation with customers and address their business needs to formulate technical cost-effective solutions.
- Participate in Collaborative Account Planning Sessions (CAP) for Strategic Pursuits.
- Experience handling commercial and Enterprise accounts deals of major transformational solutions including IT Operations, Outsourcing, Offshoring, and various commercial models.
- Discuss of up-sell and cross-sell opportunity at proposal stages.
- Prepare business case for complex and high value deals to gain acceptance from leadership.
- Led commercial and legal discussions to help contract closures, alternate pricing, deal shaping and restructuring.

- Identify revenue leakage and proactively engage respective stakeholders for discussions to create pricing strategies.
- Partnered with leadership team to enhance deal qualification process and to align on sales priorities and focus on must win sales opportunities.
- Enable field sales on value selling and to produce profitable and predictable revenue streams.
- Advise partners or end customers as subject matter expertise on various software perpetual and subscription licensing programs, product promotions and consumption-based models to accelerate business growth.
- Manage renewal of entitlements, service contracts and identify opportunities of growth and lead account strategy and planning.
- Understanding of the regional business priorities and challenges, and help identify, develop custom promotional offerings, and go to market strategies.
- Experience of working with OEM Partners in pre sales activities to build route to market strategies for service pricing.
- Identify and bridge operational gaps around M&A activities, New Business Model (subscription) and New Product launches.
- Review and analyze business processes/systems, drive standardization in project delivery through creation and updating of tools/ databases.
- Good knowledge of Process automations and Experience and participate in Sandbox and UAT Testing in CPQ and Salesforce (SFDC).
- Attend Weekly Sales Forecast, Big Bet Calls(Global Account) and Quarterly Business Review Meetings for multiple territory/regions.
- Lead UAT Testing Projects on New Tools/Applications or Upgrades - Run Test scripts & Bug Resolution on Application Migration Process.

#### **Oracle India Pvt. Ltd (Feb 2013 to Feb 2017)**

##### **Role: Senior Deal Specialist**

##### **Responsibilities Handled:**

- Driving Sales Life Cycle acceleration from Opportunity to Provisioning stage.
- Review, draft and negotiate complex contracts for SAAS Cloud business for deals of US and EMEA Region.
- Understand and manage existing and new contracts, review quotations, Product Configuration, Pricing and Discount Management.
- Provide advisory on deal shaping and drive the cross functional collaboration to ensure successful closures of deals and provide seamless sales experience in the deal cycle.
- Create Quotation for Customer, Partner and Distributors with respective sales rep, region and distributor details.
- Draft Contracts of Licensing Agreements, Service Agreements, Statement of Work( SOW ), Pricing Arrangement etc....
- Review Legal & Revenue requirements from contracts perspective and work with Booking, Billing, AR, Collections, Credits, Provisioning, Tax, Business Practices, Revenue Assurance and Technology Partners.
- Handle complex and strategic deals creating winning proposals to global clients.
- Handle Escalation of complex requirements/non-standard transactions and legal document generation, maintenance, review, and modification.
- Generate Checklists and develop knowledge tools providing guidance to sales on non-standard or complex customer requirements.
- Identify and communicate process and systems improvements through analysis where appropriate to divisional process owner.
- Ensure consistency in operational practices in various regions and continuously engage partners to identify gaps and drive efficiencies.
- Attend Quality Risk sessions and provide recommendations in quality improvement.
- Act as SME for Team perform Global Triage and work allocation to the team and conducting daily huddles.
- Perform Quality Check & Conducting Calibration Sessions for Team Learnings.
- Identify potential training gaps and coordinate with sales enablement to develop & communicate defined processes to address those gaps.
- On-boarding New Hires (Conduct Trainings, Floor Support, Auditing Transactions & Assessments).
- Attending Scheduled calls with Client to discuss about the various Update and Initiatives for Process Improvement.
- Review and maintain Daily and Weekly Metrics Tracker, Dashboards to publish to Sales Leadership.

##### **Certifications:**

- Certified Six Sigma Yellow Belt Professional
- Project Management Essential Certified by MSI
- ICSI | CNSS Certified Network Security Specialist

##### **Initiatives and Achievements:**

- Driving Quality Review Meets (QRM), have shared some best practices which have been implemented in the team.
- Worked on Error trending analysis – to get to the specific error categories at transaction level and identifying the pain area through pattern study.
- Lead Quote to Cash sessions to curb the operational gaps & challenges in the Booking Team.
- Drive initiatives for sales enablement and provided training for new sales on tools and best practices.
- Was awarded “Individual Extra Miler Award” for key contribution in managing volumes.
- Received SPOT Award for major contribution to standardize complex regional process

**Academic Background:**

Master's in Commerce  
Bachelor of Business Management (Finance)

**Personal details:**

Date of birth: 25th February 1987  
Sex: Male  
Marital status: Married  
Nationality: Indian  
Languages: English, Kannada, Tamil, Telugu and Hindi  
Hobbies & Interests: Watching Documentaries & Movies, Travelling & Surfing the Net.

I hereby declare that all the information mentioned above is true to the best of my knowledge.

Date: Janardhan

Place: