

SHIVA KUMAR S P

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OBJECTIVE

Highly-organized who excels at planning and implementing sales strategies across teams of salespeople. Strong leadership and communication skills, able to motivate and support both small and large teams in order to exceed department-wide company goals. Talented Business Analyst with advanced knowledge of Oracle, Google Sales Tools and MS-Office.

SKILLS AND ABILITIES

- Dynamic analytical and logical skills, self-motivated, a good team member as well as a leader.
- Good keyboarding skills, PC skills, and Proficient in MS. Word/Excel/Power Point.
- Team player with very good interpersonal skills and forward-looking attitude.
- Ability to work independently and in a dynamic environment.
- Hands on Experience in Quote to Order Process.
- Good analytical skills and capacity planning/budgeting.
- Preparation of dashboard to track activity and performance in a very simple manner.

EXPERIENCE

Senior Sales Operational Analyst – 1 Year GOOGLE INDIA PRIVATE LIMITED VIA ARTECH

Bengaluru, Karnataka

Aug 16th 2022 – Sep 4th 2023

- Oversee quote creation for standard and Partner deals with optimization and discounts and resolve all internal and external deal issues to ensure healthy Salesforce, CPQ and booking data was met.
- Providing Outstanding daily operational support to the Deal Desk activities.
- Review partner or customer master agreement to ensure validity for the current transaction and meets Google standards.
- Sending contracts for management signature via Docu sign.
- Provided strategic pricing, quoting and negotiation guidance to account executives and customer success managers for standard and non-standard deals.
- Updated best practices documents for common deal desk and sales operations questions.
- Built salesforce reports and dashboards to track activity and performance.
- Helping sales reps navigate Salesforce, CPQ to produce accurate quotes and contracts that lead to successful wins
- Review, validate and provide accurate quotes to partners 120 days in advance of contract renewal date.
- Our goal aims to cater to customer/stakeholder needs with a faster and accurate resolution with a customer-centric approach and maintain the quality output of 98% or above.

Senior Business Analyst - 4.1 Years.

ORACLE INDIA PRIVATE LIMITED

Bengaluru, Karnataka

July 9th 2018 – Aug 10th 2022

- Working closely with Global/Geo Sales, Channel Ops teams, Product/Solutions Marketing and Customer Success Ops teams.
- Publishing weekly/Monthly process related metrics to program owners.
- Handling Ad Hoc requests related to Pricing and Deal desk activities.
- Start-up training for new associates and handling QC process.
- Analysis on Process improvements, managing the Process Documents current for the transactional tasks.
- Logging P1 bugs and prioritizing it with the technical team to rectify it at the earliest.
- Execute the CPQ roadmap and the Quoting processes, including ongoing support for enhancements and business rule updates within the Salesforce CPQ tool, fusion CRM. This includes, but it is not limited to, product configuration, product modeling, price books,
- pricing rules/execution, approval workflow design, contracts expansion and renewals.
- Assistance to the Sales Personnel with the Administrative, analytical and operational tasks.
- To undertake weekly calls and bi weekly calls with regional managers and territory managers to improvise and standardize the process.
- Working with the team of Business Process Owners and End Users to define and gather business requirements and system enhancements.

Business Analyst – 2.6 Years

CONVERGYS INDIA PRIVATE LIMITED

Bengaluru, Karnataka

May 23rd 2015 – Nov 8th 2017

- Forecast Pipeline and general Account Management for specific territory.
- Providing high customer satisfaction with a quality resolution.
- Handling a team in the absence of Team leader.
- Providing a customer, a first-time resolution.
- Explaining the bills to the customer and providing a correct resolution to avoid repeated contacts to meet customer satisfaction and sales target.
- Providing a customer with the best options to reduce bills.
- Selling of new services and upgrading the services with accurate and proper information.
- Finalizing order to the customer.

Process Associate – 1.4 Years

ACCENTURE INDIA PRIVATE LIMITED

Bengaluru, Karnataka

Jan 14th 2014 – May 8th 2015

- Billing the invoices as per the received orders.
- Managing the queue depends upon the volume inflow.
- Provide feedback to the TL on effectiveness of the invoice capture for each client, and/or suggest for improvement.
- Compare data with source documents, or re-enter data in verification format to detect errors. Confirms accuracy of data such as vendor name, invoice number, invoice amount, invoice date, PO number, tax, shipping, invoice owner etc.
- Review the daily monitoring to identify any invoice activity that fails out of SLA.
- Primary focus is to complete the orders within the cut of time to meet the KPI.
- Updating the order summary to the customer.
- Checking the order from the initial position.
- Communicating with the Italian Team through E-mail if any clarification is required while booking the orders.
- Finalizing the processed orders.
- Verifying the invoices and order details in SAP and ICAO applications.

ACHIEVEMENTS

- Got a couple of **Appreciation Email** from US, APAC, EMEA region Director for the Assistance Provided in the year 2018, 2019, 2023.
- Promoted me to a New Project, **Dispatch Coordinator** in the year 2020.
- Promoted as a **Business Analyst - Global Sales Support** – On Roll, in the year 2018.
- Added with more **Responsibility to look after the PTC Team Issue** and Made as Queue Coordinator in the Year 2021.
- Promoted internally as Senior Business Analyst in 2022.

EDUCATION

MBA IN FINANCE & MARKETING UNDER BANGALORE UNIVERSITY

PERCENTAGE: 69.90%

BCA IN COMPUTER APPLICATIONS UNDER BANGALORE UNIVERSITY

PERCENTAGE: 62.90%

DECLARATION

I hereby declare that the above given information is true and correct to the best of my knowledge and belief.

(SHIVA KUMAR S P)

Date: