

Roopa ShankarGowda

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OBJECTIVES

To undertake challenging tasks and complete them successfully with my knowledge and professional skills. An urge to move ahead and learn new things that come along the way are in my focus area.

PROFESSIONAL SUMMARY

Having **9+ years** of experience in Deal management (Quote to Order) for Oracle Cloud software products, Procure to Pay(Travel & Expense reimbursement of employee claims, Invoice processing, Supplier Queries) and technical support team.

- Experience in configuring products with appropriate pricing & discounts and creating contract documents for Customers who are buying Oracle cloud products. As a deal specialist, will ensure to provide Ordering document with right product, pricing and clauses in accordance with Oracle Global Approval Matrix.
- Extensive experience in Oracle 11i & R12 applications for procure to pay process supporting global theatre.
- Experience in handling client escalations of Employee queries and Supplier queries for p2p.
- Good at Forensic audits, identifying Employee duplicate travel expense claims.
- Experience in handling client calls of global theatre for Employee queries.
- Good at extracting the data in Excel and presenting it to management by applying Pivot table, Vlookup, Hlookup, formatting cells.
- Played key role in providing inputs while preparing CAPA and RCA of the defectives for CDM team.
- Ensures the desk manuals are being up to date and make changes as and when required for CDM team.
- Experience in taking training sessions on repeated errors for Expense management team.
- Good at presentation skills.

EMPLOYMENT HISTORY

- Senior Cloud Deal Specialist at Oracle India Pvt Ltd, Bangalore, Sep 2013 - March 2016
- Quality Analyst at Accenture Services Pvt Ltd , Bangalore, Dec 2010 – March 2013
- Senior Executive at Infosys Ltd, Pune & Bangalore, August 2006 – November 2010

EDUCATION

- Completed Bachelor of Science from Karnataka University with 72% and PGDBM from ICFAI Business school

TECHNICAL SKILLS

Operating Systems	Windows 7,8.1, XP
Financial ERP	Oracle 11i & R12
Applications	MS-Word, MS-Excel
Region	APAC,EMEA,US & Latin
CRM	Q,SFDC(CRM), SOLCAT(System for online case tracking)
Quoting System	Web quote to GSI, Configure price quote
Other CDM Tools	DAS(Deal Approval System), Enterprise Discount Management Solution(EDMS), Contract Management System(CMS), Onramp

Project Details:

Name : Cloud Deal Management
Client : Sales
Domain : Quote to Order
Role : Senior Cloud deal Specialist
Team Size : 15
Duration : 2nd September 2013 to 21st March 2016

Roles & Responsibilities

- Creating the ordering document and Agreement for Oracle Cloud customers and validate with legacy acquired company Agreements.
- Audit all aspects of contract packages built by sales team for accuracy and compliance with Oracle's business practices and consulting business approvals/process while maintaining customer satisfaction and responsiveness.
- Work closely with sales team in queries related to quoting and assist in downstream process.
- Coordinate with downstream process like Booking validation, Order management and provisioning to ensure successful Provisioning of products.

- Responsible in handling escalations and customer requirements.
- Responsible for collating and reviewing the data from analyst and sending the daily tracker to management.
- Knowledge on Revenue & Non revenue orders.

Project Details:

Name : Fusion
Client : Cisco
Domain : Financial Services (P2P)
Role : Quality Analyst
Team Size : 11
Duration : 2nd December 2010 to 22nd March 2013

Procure to Pay:

I was handling supplier queries in which I use to check and provide payment status to suppliers and at times follow-up with vendor maintenance team & invoice processing team for invoice payment and I have also worked for travel and expense process (expense management solutions), wherein we are reimbursing business travel and entertainment expenses of employee and then I got an opportunity to move in to quality team.

Roles & Responsibilities

- Performing the quality audits for Global EMS (expense management solutions) and invoice processing team for Global theatre.
- Root cause analyses of the errors are being discussed in our daily team huddles with operations.
- Handling client escalations of EMS, Invoice processing and Holds team and trying to fix the issues by doing brain storming sessions.
- Daily, Weekly & Monthly reports are being shared with operations.
- Defaulter's list is prepared to find out quality accuracy and analyze the type of errors that is being repeated.
- Actively participated in monthly client calls.
- Core analyzing and logical reasoning is being done while performing the audits.
- I have taken training to new joiners and cross training within team is done for EMS and IP process.
- Procurement (Amex) card expenses are being tracked and analyzed.

Resources knowledgeable in the area of process review and evaluation are:

- Checking 3/3 chart of operations that is measuring 3 critical inputs via 3 critical outputs.
- Ensuring quality scores are updated daily on control charts.
- Green star updation by auditors of operations.
- Checking RAG(Red,Amber,Green) status of operations.

Resources responsible for conducting quality audits within the Application Development organization are:

- Checklist, latest updates of process, client policy guidelines, Theatre specifics of all regions.
- Macro Quality audit sheet.
- Oanda – Currency calculator.

Achievements:

I took an initiative to standardize EMS process and some of ideas were:

- Separate mailer list as per Region specific.
- Checklist to Operations team to perform the audit in a better way.
- Monthly Quality updates which includes accuracy percentage, repeated top errors, control measures and new updates are being shared with operations.
- Standardization of pay site as per invoice copy.
- Prepared the presentation FTR (First time Resolution) for EMS process to the auditors to handle customer queries effectively and being recognized on floor by Summit award.

Forensic Analysis – Duplicate claims of employee is being tracked and the same is being discussed with client.

Project Details:

Name : Tech support team
Client : United Kingdom
Domain : Broadband
Role : Senior process Executive
Team Size : 25
Duration : 21st August 2006 to November 2010

Roles & Responsibilities

- Handling trouble report cases on daily basis to resolve customer issues.
- Meeting all the KRAs which are assigned to me by manager.
- Handled escalated cases and calls by chasing different departments for successful closure.
- Analyzing the escalations in the process and taking action to reduce the same by preparing Corrective & Preventive action plans.
- Briefing the team about the new updates and consolidating advisors issues pertaining to salary, policies etc to my manager.

Personal Details

Father Name : ShankarGowda Patil
Husband Name : Ramesh Tumminakkati
Date of Birth : 8th April 1985
Sex : Female
Nationality : Indian
Languages : English, Kannada, Hindi, Spanish, Sanskrit

DECLARATION

I hereby declare that all the given information is genuine in all respects and is true to the best of my knowledge.

Place: Bangalore

Date:

Roopa S