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| **DIVYA SWAROOPA KARANAM**  **Billing & Revenue Analyst**  Focused & goal-oriented professional, with in- depth expertise of analytical reviews of Billing and Revenue also offering skills in Billing systems and Revenue Recognition; targeting assignments with an organization of high repute to utilize skills and relevant experience  divya.karanam988@gmail.com+91- 8886480618 | |
| **CORE COMPETENCIES**   |  |  | | --- | --- | |  | Billing Systems Implementation | | Billing Systems Support | | Fit Gap Identification | | Integration | | Client Requirement Analysis | | System Configuration | | Employees Training | | System Issues Addressing | | Process Improvement/ Enhancement | | Team Building & Management |   **SOFT SKILLS**  Collaborator    Analytical  Planner  Communicator  **EDUCATION**   * B.Com. (Commerce) from Sri Krishna Devaraya University, Anantapur in 2015 * CA- IPCC (Group-1) from ICAI (The Institute of Chartered Accountants of India), Vijayawada in 2014 | **PROFILE SUMMARY**   * A competent professional offering nearly **7** years of experience in **Zuora Billing & Revenue and Systems Implementations** * Gained expertise in **implementation of Billing Systems and Integration with Revenue Systems** * Hands-on experience in tools **Avalara, Cyber source, Camunda and Salesforce with Zuora** * Proficient in **Product Catalog, Subscription Management and Reporting in Zuora Billing** * Expert in training **clients** on relevant applications, namely **Zuora Billing, Revenue** * Skilled in **configuring and implementing** the system **complying with ASC 606 Guidelines** * Leverages excellent **organizational and problem- solving** skills to maintain billing and increase account collections.   **CAREER TIMELINE**  **2023- Present**  Cloud Sufi as QTC Consultant    WinLinTech Solutions Pvt. Ltd. as Billing Analyst  Revgurus Inc. as Business Analyst  TIBCO Software India Pvt. Ltd. as Operations Analyst  **2015- 2018**  **2018- 2020**  **2020- 2021**  **TECHNICAL SKILLS**   |  |  | | --- | --- | | * Zuora Billing * Zuora Revpro – Revenue Automation Solution (ASC606) * Oracle- Project Module * MS Tools * Avalara * O2C & QTC Applications | * Spotfire – Dashboards Purpose * SFDC – Opportunities & Quotes * Psychz Networks * SAP Fieldglass * Cyber Source |   **PERSONAL DETAILS**   * **Date of Birth:** 10th October 1992 * **Languages Known:** English, Hindi, Telugu * **Address:** Hyderabad, India |
| **WORK EXPERIENCE**  **Mar’23- Present | CloudSufi, Noida | QTC Consultant**  **Key Result Areas:**   * Providing support to systems of **Zuora Billing & Zuora Revpro** * Directing & managing all Product Catalogue requests of the business including **adding new SKUs, updating existing and disabling /removing SKUs** * Implementing new features to enhance the process of **Zuora Billing & Revenue** * Identifying breaks and providing feasible solutions to fix the same. * Tracking system inefficiencies and gaps, **troubleshooting operational** issues and exploring the opportunities for new updates * Coordinating with other internal teams and stakeholders regarding status, technical issues, and creative solutions to support business requirements * Monitoring contracts of customers outside of **standard billing cycle** * Establishing **key relationships** with peers throughout company to improve workflows and reduce communication bottlenecks.   **Mar’20- Dec’21 | TIBCO Software India Pvt. Ltd., Pune | Operations Analysts**  **Key Result Areas:**   * Managed the **Billing & Revenue Activity for Asia Pacific Region** * Used **Zuora Billing & Revenue** for daily visibility of order activity. * **Reviewed invoices & reconciliations** and managed User Access & Service Access Reviews according to **SOX Compliance** * Examined **Bill Runs** for accuracy and tracked any missing information. * Administered **Billing and Payment Settings in Zuora Billing** and generated invoices including renewals, upgrades/downgrades, one-time fees, add-ons and reactivations. * Solved Order Management SFDC case tickets, tracked and drive approvals and assisted in reconciliation of transactions. * Provided approval of standard consulting contracts, known as Work Orders (SFDC) to ensure rates and contract structure are as per SSP rates and Company policy respectively. * Coordinated with Sales Operations, Billing department and Credits & Collection departments to stay updated with forecasts and actual revenue. * Outlined Predictive Analysis of SSP for Tibco business according to **ASC 606** to foresee or anticipate the allocations in **Revpro** * Maintained **Variance Analysis** of **Forecasting & Revenue** on a weekly basis. * Prepared monthly and quarterly revenue reconciliations from **Oracle 605 (Spotfire) to RevPro (606)** * Kept records for backlog (remaining budget of the contract agreed to work on but not yet forecasted) on a weekly basis.   **Jul’18- Feb’20 |Revgurus Inc., Pune | Business Analyst**  **Key Result Areas:**   * Gained expertise in **Zuora Billing Administration** * Expertise in **Bill Runs**, Billing Document posting, cancel, apply payment and share billing documents. * Sound Cognizance on **Reporting and Object model** * Knowledge on Workflows * Quoted **templates, product catalogues and subscription lifecycle management** * Managed **Z Billing** by Updating, cancelling, creating and modifying Orders, Subscriptions and products. * Worked on Integrations to ensure stage and Pre-stage activities are performed accordingly to ensure Revenue recognition. * **Implementation** and **Support** for Revpro * Provided other ad hoc Data analysis regarding revenue management in **RevPro** * Understood the client requirements and needs and mapped the same in accordance with **RevPro & Z Billing**   **Aug’15- Jul’18 | WinLinTech Solutions Pvt. Ltd., Pune | Billing Analyst**  **Key Result Areas:**   * Assisted in **O2C Process** * Coordinated with billing and sales leaders to develop analysis and presentations to provide insightful and actionable information to assist in strategic decision making. * Ensured that all debtors outstanding are collected on time. * Minimized the late billing and lost billing by driving time compliance for all accounts. * Examined invoices and prepared & distributed checks to vendors via emails or online payments. * Negotiated with vendors to resolve problems in billing and payments. * Managed overpayment and underpayment issues * Gained knowledge of Claims Submission Process and Coordination | |