|  |
| --- |
| **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**CollaboratorAnalyticalPlannerCommunicator **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 AnalystRevgurus 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
 |