

# DEVESH NEGI

International Billing Associate

## CONTACT DETAILS:

Phone: +91-7905190262

Email: deveshnegi27@gmail.com

Address: 129/12, Shastri Nagar, Kanpur  
Uttar Pradesh

## PERSONAL PROFILE

Highly skilled Billing Operations Analyst with almost 4 years of experience in billing, contract review, and customer support. Proven track record in managing B2B billing, resolving invoice issues, processing orders, and implementing financial controls. Recognized for training new hires and achieving SLA objectives.

## ACHIEVEMENTS

2019- Started Working at BT

2020- Received the Monthly Gamification Award 2 times with Brilliant rating  
2019 to present- Received several appreciations from internal and external customers alike.

2022- Received appreciation from previous manager for my learning agility.

2022- Contributed towards various additional tasks like Ad Hoc Reporting of Pub Sec customers

2023- Appreciated by Senior Manager for being at the top of task dashboard 3 months in a row.

## STRENGTHS

- Leadership
- Management
- Process Efficiency
- Seasoned Trainer
- Process Compliance
- Planning and Development
- Multi-tasking ability
- Problem solving ability
- Quick and self-learner
- Committed to deadline
- Sincere and dedicated
- Attention to detail

## CAREER HISTORY

### Billing Operations Analyst (APR'22 - PRESENT)

Twilio Technologies Pvt. Ltd.

Billing Solutions & query management pertaining to billing and invoicing of customer for CPAAS services provided by Twilio. Working in an Individual Contributor role at a professional level, having accountability of my own work. Solving problems for the customers and stakeholders alike.

### Sr. Associate - Fulfilment (DEC'2021- MAR'2022)

SoftwareONE India Pvt. Ltd.

B2B order processing, responsible for creation of sales and purchase orders, for software licensing and cloud services sold by SoftwareONE.

### International Billing Operations Associate (OCT'2019- NOV'2021)

British Telecommunications Plc.

B2B billing of Global Banking & Financial Management giants primarily in the US and UK for cloud and data security services under the contract named Radianz.

## ACADEMIC HISTORY

### CSJM KANPUR UNIVERSITY

Bachelors in Commerce, 2016-2019

## CORE COMPETENCIES

- Order to Cash Billing
- Customer Service
- Ad-Hoc request management
- MS Excel Advanced (Pivot, VLook-up)
- Stakeholder Management
- Order Processing

## TOOLS KNOWLEDGE

- Citrix Billing Portal
- Oracle Business Intelligence
- BGS Geneva Billing Portal
- Salesforce
- Google Workspace
- Microsoft Dynamics 365
- Explore.ms (MS Partner Mgmt. Tool)
- ServiceNow
- Oracle

## CAREER SUMMARY

### Billing Operations Analyst (Apr'22 - Present)

Twilio Technology India Pvt. Ltd.

- Guiding team members to achieve process excellence.
- Preparing Training program for New Hires.
- Creating SOP for various activities within billing to ensure correct process flow.
- Process Owner for Live Price Changes. This involves 100% accuracy and timeliness as the Price changes are done in Live environment for Twilio Products and Services.
- Working on query management and resolution assisting AE and Stakeholders with customer queries related to invoicing and billing often related to usage based, subscription based and recurring charges.
- Contract analysis as a part of BAU with high attention to detail in order to rectify or advise on questions related to billing.
- Responding to customer and other external queries in a timely manner and on board customers to Twilio's internal billing system and Financial ERP system
- Gather and format large raw data sets to assist with customer billing reporting and queries.
- Participating in month end close, managing and tracking recurring billing and approvals, tracking and application of customer credits.
- Ad hoc customer financial reporting.
- Assisting and participating in the development and implementation of financial controls and process surrounding revenue and invoicing
- Participating in external and internal audits, as requested.
- Communicate daily with cross functional teams including Sales, Strategic Customer Engagement, Product Teams and Custom Pricing leadership to ensure all contracts are implemented appropriately
- Variance analysis & reconciliation of tasks that include calculation of high level credits due to pricing mis-match, outages, fraud incidents and customer experience (goodwill).

## **Sr. Associate - Fulfillment (13 Dec'21- 03 Apr'22)**

### **SoftwareONE India Pvt. Ltd.**

- Order processing, including contract review and license key fulfilment at the time of order acceptance. Assist sales and support teams with their licensing requests and questions
- Ensuring the data in our CRM and ERP is accurate prior to and after order acceptance.
- Responsible for creating Sales and purchase orders for services sold by SoftwareONE.
- Responsible for creation of invoices as per payment terms and sending the invoices to the finance team. Order creating and submission through the Microsoft Order tools.
- Following up on open orders, reconciliations of license reservations.
- Responsible to achieve SLA and quality as defined by process.
- Collaborating with internal partners to meet objectives.

## **International Billing Operations Associate (18 Oct'19 - 09 Dec'21)**

### **BT Group**

- Process customer billing orders and verify accuracy, completeness and timeliness of invoices.
- Handling customer Ad-Hoc queries received with respect to billing issue, invoice issue, charges appearing on the invoice.
- Process credit memo requests from business units as per established workflow and approval limits.
- Knowledge of Contracts and concepts like Credit Notes, Re-bill.
- Report creation such as Monthly Billing Reports, Monthly Invoice Send-Out report Monthly Dashboards and Revenue Reports, Ad-Hoc reports for customers.
- Using Excel features which include VLOOKUP, PIVOTS and TABLES etc. to create various business reports.
- Critical tasks relating to the preparation and production of customer invoices in different regions, together with associated reports
- Follow through tasks and take ownership to ensure they are completed to the required standards.
- Deliver excellent customer service consistently. Ability to meet all targets as per month close calendar to ensure the billing completed timely.
- Ensure all requests are handled within required service standard Establish and maintain effective working relationships with colleagues and customers.
- Continuous development of skills and knowledge necessary for the role, and take responsibility for own learning.
- Adhere to stated policies and procedures relating to quality management. Seek to resolve in-life process issues to meet customer SLA.
- Training new hires about the end to end billing process.