KARTIK JAIN

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PROFESSIONAL SUMMARY

Currently working as a Solution Architect for a cloud-based subscription management solutions platform, **Zuora**, a US- based company.

A seasoned professional with overall 6 years of experience and good techno-functional knowledge of **Billing, CPQ, CRM, and CLM tools**. Deep domain understanding in Customer Relationship Management, **Order to Cash process, and Billing & Payments** across multiple industries.

Well-versed in Software development and testing life cycles, including requirement understanding, test planning, effort estimation, testing strategy, test executions, and defect handling with a good command over various tools like HP QC and JIRA.

EXPERIENCE

SOLUTION ARCHITECT, ZUORA
08/2022 – Current

Actively involved in rendering the best-in-class solutions to businesses operating in the 'Subscription Economy' using ZUORA - the subscription billing tool in an end-to-end integration with upstream systems like Salesforce /CRM and downstream ERPs.

Zuora hands-on experience and knowledge in Z-Billing, Revenue, Product Catalog, Invoice templates, Notifications, API callouts and Knowledge on Connect apps and Tax connectors.

RESPONSIBILITIES:

- Consulting customers in Zuora, a SaaS subscription billing platform with solutions based on Zuora Billing, Zuora Revenue, Zuora for Salesforce CPQ managed Packages.
- Identifying bottlenecks in the current order to cash architecture and mapping Zuora capabilities for better process management and automation.
- Engaging in consultative sales with multiple board room stakeholders for presenting identified pain points and proposed solution.
- Leveraging strong stakeholder management for multiple solution streams to ensure maximum requirement and friction points coverage.
- Performing requirement gathering workshops and developing solution blueprint.
- Setting up customer support framework for previously completed Zuora implementations.

CONSULTANT, CONGA
03/2022 – 08/2022

Worked as a Presales Solutions Consultant for the CONGA Product suite. Got trained and certified in Conga CPQ, CLM, Billing, and Conga Grid.

Worked extensively on the RFPs released by the buyers for the needs and problems stated explicitly or otherwise to Develop solutions that not only meet the stated requirements of the customer but exceed the expectations. Actively engaged stakeholders and presented solutions across hierarchies, including Partners, Principals, CXOs, etc.

RESPONSIBILITIES:

Presales and Solution Design Consultant
- Responsible for responding and anchoring RFP/RFI/RFQs pertaining Conga suite of commercial operations management solutions and devise a win strategy mapped to customer's objectives and business requirements.
- End to end ownership of the RFPs/RFIs across their lifecycle.
- Liaison between the Sales Team and Solution Team to create the best solution suited to customer needs.
- Engage with all the relevant stakeholders such as Legal & Compliance Team, Talent Acquisition Team, Delivery Assurance Team and Finance team to stitch a holistic solution and present it to the customer.
- Ensuring solutions stated in the Statement of Work are best practice and in line with client requirements.
- Working closely with Account and sales team to ensure successful closure of the sales process.
- Maintain credibility through best practices knowledge in Sales Enablement space.
- Engage in product training to maintain high product knowledge.
- Maintain the RFPIO repository up-to-date.

ZUORA CONSULTANT, TATA CONSULTANCY SERVICES
07/2018 – 03/2022

Worked as a Functional Consultant for Product Zuora, the latest cloud solution for Subscription businesses. I got trained and certified as Zuora Business Analyst and actively worked on **Zuora Billing & Payment modules, Z-Product Catalog, Z-commerce settings, Zuora 360, and Zuora Workflow**.

Worked on various Salesforce.com standard objects like Campaigns, Leads, Accounts, Contacts, Opportunity, Reports, and Dashboards. Worked on Salesforce CPQ using list, cost/markup, percent total, block, and price rules.

As part of fit/gap analysis, I have worked on multiple POCs that addressed white spaces in data migration through TCS proprietary tool, DataSure, which helped customers handle their data migration processes efficiently without needing to spend exorbitantly on third-party software.

RESPONSIBILITIES:

- Acting as a functional consultant to the customer to identify bottlenecks in the billing processes and rendering insightful solutions.
- Creating and maintaining user stories from customers' requirements through detailed due diligence and utilizing the same in developing insightful proposed state solutions.
- Performing functional testing for one of the clients for Salesforce and Zuora, I was responsible for creating test scenarios from functional documents.
- I was also actively involved in the test requirement analysis for the said designs, which included Scope analysis, Test Case preparation, and Test Scripting.
- I was responsible for overlooking processes like System testing, System Integration Testing, Regression Testing, and Defect analysis.
- As a part of this, I worked in a constant liaison with all stakeholders across hierarchies, ensuring a seamless flow of instructions and statuses.
- Analysing the business requirements and system specifications and creating a test script based on the requirements.
- Responsible for defect tracking, defect reporting, and defect replication.
- Contributing to Designing solutions for RFx requests.
- Helping in preparation of RFP and RFI response.

FUNCTIONAL CONSULTANT, TATA CONSULTANCY SERVICES
09/2017 – 07/2018

Worked as a functional consultant for Peoplesoft ERP.
I got an excellent understanding of the functional aspects of various modules in Peoplesoft, which helped me actively participate in fit/gap analysis sessions and ensure seamless execution of the order to cash & procure to pay business processes.

RESPONSIBILITIES:

- Provide functional expertise, guide and instruct internal and external customers.
- Analyse customer needs and participate in designing business process requirements.
- Responsible for completeness and quality of functional design.
- Investigate, analyse and solve software/business/functional requirements related problems.
- Analyse gaps and perform impact analysis after understanding customer requirements.
- Prepare test scripts.

ASSISTANT MANAGER, AXIS BANK
09/2016 – 09/2017

Responsible for improving the Internal Audit Operational Efficiency score of the branch by timely completing assigned tasks continuously.

RESPONSIBILITIES:

Customer Service and Operations:

Responsible for timely processing of bank transactions like Funds transfer, Check, opening new accounts, Reconciliation of office accounts, ensuring timely resolution of customer queries and improving customer service levels.

Sales:
Conducts outbound marketing calls and scouts for new leads and referrals to generate business.
Responsible for sales of third-party products (Life Insurance - LI, General Insurance - GI, Mutual Funds, Debit/ Credit Cards, etc. to the existing customer base.
Responsible for lead generation for Current Account and Savings Account - CASA to new customers and deepening of account balances for existing customers.

I ensured optimum productivity and high-quality service and provided a range of general banking services to customers to achieve the branch's goals.

EDUCATION

2016

POST GRADUATE DIPLOMA: BANKING AND FINANCIAL SUPPORT SERVICES

AMITY UNIVERSITY, NOIDA

2014

BACHELOR OF ENGINEERING: ELECTRONICS AND TELECOMMUNICATION ENGINEERING

G.H. RAISONI COLLEGE OF ENGINEERING, NAGPUR

CERTIFICATIONS

- Zuora Certified Business Analyst
- Zuora Certified Revenue Analyst
- Zuora Billing Product Catalog Manager
- Zuora Revenue Accountant Certification
- Chargebee Certified Subscription Manager
- Chargebee Certified BillingOps Expert (Level - 2)
- 201 CPQ Product Administration, Level 1
- 201 CLM Essentials Administration
- CG201 Conga Grid Administration

SKILLS

- Microsoft Office package: Microsoft Word, Excel, PowerPoint
- Databases: SQL

- Tools: Zuora, Conga, Oracle PeopleSoft, Salesforce, DataSure (ETL Tool), Finacle CBS, JIRA, HP ALM, FastForward (Test Automation tool)

DOMAIN / ADDITIONAL SKILLS

- Domain expertise in Order to Revenue, Banking, Finance & Insurance
- Functional expertise in Zuora, Conga, Salesforce & Oracle Peoplesoft

DECLARATION

I hereby declare that all the information mentioned in my resume is true and correct, and I take full responsibility for the accuracy of the particulars mentioned.

Kartik Jain
Place: Nagpur
Date: 05/12/2022