Zuora Consultant

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Professional Summary

- Zuora certified consultant around 10+ years of experience into the gamut of Technical Design/Development/Support, Production Support, E-Commerce, CRM, ERP,Revenue management, Subscription billing and Automation.
- Cultivating an environment where team members are empowered and demonstrating a strong sense of ownership and belonging.
- Handled close to 15+ clients for End-to-End implementation and 20+ clients for after Go-live support.
- Experience in **Zuora Configuration**, Customization, Data Migration, Integration.
- Good understanding of Business process and proven analytical ability as Product Owner, **Solutions Architect,Technical, Techno-Functional** and **Business Analyst** Roles.
- Hands-on experience in Q2C (Salesforce, Zuora Billing, Revenue, Stripe, Avalara, Cybersource, Bluesnap) and P2P (Blackline, Coupa, Concur, Gappify, Xactly, NetSuite) applications
- Zuora hands on experience **in Z-Billing, Product catalog, Z-Revenue, Zuora administrator, Taxation engine (like Avalara, OneSource, Zuora tax, Vertex), Payment gateways (like Stripe, PayPal, Adyen, Cybersource)**
- Sound knowledge in Salesforce CPQ & Zuora CPQ: **Z-Quotes and Z-360 managed packages** on **salesforce**.
- Experience in **Zuora Callouts and Z-Connect Apps (Workflow, Tax Connectors, Netsuite Connector, Flexera Connector, Promotion Code etc...)**
- Experience in **Zuora REST and SOAP APIs**. Experience in **configuring email templates, invoice templates, payment gateways.**
- **Experienced in handling SOX and audit controls**
- Experience in **Project management, Handling Sprint release** and **conducting scrum meetings.**
- Strong **Unix & database skills in SQL/Oracle** to understand/debug/modify stored procedures, triggers, functions, packages
- Provided On-Call Support by marking availability at any time during working hours including weekends, addressing system issues, escalations, or any critical issues, would require support involvement.
- Working with cross functional teams, users across multiple locations to resolve issues, plan releases and make necessary communications.
- Hired, Trained and mentored the new hires, helped them in gaining knowledge of the application, understanding the ticketing handling and support process being followed.
- Effective independent, team player and self-starter with high adaptability to new technologies
- Ability to direct and organize program activities; Ability to identify problems, evaluate alternatives, and implement effective solutions
- Quick learner in understanding and takes hands-on the business processes at functional/system architecture level.

Billing & Revenue (FinOps & FinSys Management)

Education

- Master of Technology in **Software Systems** (Major: Data Analytics) from **Birla Institute of Technology, Pilani.**
- Bachelor of Engineering in **Computer Science** from **Pallavan college of Engineering (Anna University)**.

Professional Experience

- Working as QTC/P2P Lead **– Application Expert** in **CloudSufi India Pvt Ltd** Since August 2022
- **Zuora Consultant** in **Logitech, Chennai** – **Jun 2021 to July 2022**
- **Senior Developer** in **Wipro Limited, Bangalore** - **Nov 2020 to Jun 2021**
- **Technical/Techno-Functional/Business Analyst** in **RevGurus Info India Pvt Ltd, Pune** -**Mar 2018 to Nov 2020**
- **Automation Specialist** in **Amazon Development Center, Chennai** – **Jun 2016 to Feb 2018**
- **Technical Intern Trainee** in **3I Infotech Pvt Ltd, Chennai** – **Oct 2015 to Jun 2016**
- **Data Operation Analyst** in **Vantage Organization, Chennai**- **March 2015 to Oct 2015**

CloudSufi India Pvt Ltd – Aug 2022 to Till date

- **Designation: QTC/P2P Lead**

- **Handling production support for QTC (Zuora Billing, Revenue, Salesforce, Avalara, Cybersource, Stripe) and P2P (Concur, Coupa, Gappify, Certa, Blackline, NetSuite, Xactly) applications.**

- **Leading FinOps team**

- **Part of FINSYS team as a part of developer**

Logitech, Chennai – Jun 2021 to Jul 2022

Designation: Subscription / Zuora Consultant (B2B & B2C)

- Designing, Configuring, and Building customized solutions in Subscription Business Model in Zuora Billing
- Maintaining interfaces with other applications (Front End, Back End, ERP, E-Commerce etc..)
- Identifying areas for business modifications in Zuora and subsequently developing those modifications
- Contributing to architecture discussions/decisions and helping to improve the development and taking responsibility of release management processes
- Partnering with business users to define, document and clarify business processes and requirements and recommending the improvements
- Preparing the use cases and strategies for unit, regression and integration testing
- Efficiently optimizing the existing business processes to drive business teams across the geographical users
- Achieved frugality in Workflow optimization, Country deployment automation, handling with efficient APIs
- Interacting with development teams to communicate business requirements in order to deliver efficient solution in a timely manner

Billing & Revenue (FinOps & FinSys Management)

- Always Providing suggestions and support to finance organization, especially during YEC, QEC and MEC
- Regular communication with the stakeholders regarding the status of the projects and interfaces with all areas affected by the project
- Taking prime responsibility, working with product manager and stakeholders to identify, quantify, plan and control all business analysis related activity programme **from initial scoping, RFP preparations, requirements gathering, supporting in SOW preparation, through to operational design for Zuora Billing implementation kick start**
- Worked closely with customers to understand the business requirements on how they would want their **Product catalog, invoicing, payments, and finance settings** needs to be setup and providing the best possible solutioning in **Zuora**.
- Testing the various **REST and SOAP API calls** using Postman and Developer tool for various integrations needs and issues.
- Designing **Zuora Workflows** as a part of customization
- Prepared **Products, Accounts**, and **Opportunities** and **Amendments** to **integrate with quote process**
- Closely partnering with Revenue Operations, Sales Operations, Billing Engineering, and the rest of the Business Systems teams to identify and translate business requirements into impactful and lasting solutions
- Working in multiple aspects of a **full-scale Zuora implementation**: vendor selection, requirements gathering, architectural design, building/configuring/implementing SIT, UAT, and rolling out training for end users.
- Handling a team of 12 and Meeting with team members 1-on-1 on a regular basis to gather feedback and ensuring on the team learn and grow.
- For each MVP **Leading Sprint Plan, Initiating Daily Scrum meetings** and Backlog Management to Identify the areas of complexity when gathering requirements and proposing technical solutions and **releasing** the new business use case scenarios in production
- Presenting architecture deliverables such as different platform **Integration diagrams, ERD, Business Process Flows, Mock-ups.**
- Communicating with high-level stakeholders and executing large initiatives in an iterative fashion.

Wipro Limited, Bangalore – Nov 2020 to Jun 2021

Project: Schneider Electric   **Designation: Business Analyst**
[Zuora Billing; Flexera License Provisioning System; Digital Supply Chain; Role -Senior Project Engineer; Cloud Enterprise Solutions; Digital Supply Chain]
- Interact with the technical and marketing team of multiple business units to understand their offerings to onboard them to Digital Supply Chain platforms during the business discovery meetings.
- Analyze the business models of service offerings including their monetization model, license delivery, renewal of software licenses etc and map them to DSC platforms to sell them either via internal or external e-commerce products during the technical discovery meetings.
- Onboard the offerings to DSC and demonstrate the same to concerned business units.
- Hands-on experience of product configuration, bill run, payment run, APIs.
- Good knowledge of workflows, developer tool.
- Provide technical support via explaining the APIs to business units in development of integration between third party provisioning systems and DSC.
- Provide technical support via explaining the APIs to business units in developing custom CPQ solutions on top

of DSC.

- Participate in a fortnightly product release call to understand the latest features being released. Product consists of both internal and external e-commerce portals with zuora as billing engine, Flexera as provisioning system.
- Participate in weekly calls with product owners to provide them the feedback from business units and keep track of all new change requests.
- Keep track of all changes in a single document to share with all business units which are onboarding their services to DSC. Leading the consumption based monetization model discussion with the business unit and product team which is to be deployed for the first time on DSC.

- Closely working with customers across US, UK and Beijing hours and assisting them through calls when required.

- Checking and verifying monitoring tools for traces and error logs to troubleshoot, identify cause, analyze impact and take necessary action on Zuora alerts

- Testing the various REST and SOAP API calls using Postman and Developer tool for various integrations needs and issues.

- Providing User access and defining user roles, initiating Bill Runs as Zuora Administrator

- Testing the various business scenarios and providing user stories as part of process improvements

- Connecting with Business/Clients/Stakeholders for License Provisioning issues, Credit/Debit Note issue, Refund issue

- Performing Country deployments for multiple entities and performing sanity checks at E-Commerce front end application

- Analyzing the invoice posting failure to NetSuite and providing the fix to post

- Escalating the issues to higher-level teams, third party teams and users to resolve issues faced.

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- Checking and verifying monitoring tools (Dynatrace, logz.io) for traces and error logs to troubleshoot, identify cause, analyze impact and take necessary action.

- Communicating and interacting with higher-level teams, third party teams, client and users to resolve issues.

RevGurus Info India Pvt Ltd, Pune – Mar 2018 to Nov 2020

Project: Bottomline
[ASC 606 - Zuora Revenue; Duration - MAR 2020 to till date; Role - Business Analyst]
- Use Cases validation and evidence testing; UAT preparation and participation

- Providing user training for Zuora Revenue (RevPro) tool
- Version upgrade testing and supporting to release the new patches on-time
- Production Support, System Issue Analysis and Troubleshooting

Project: Keysight
[ASC 606 - Zuora Revenue; Duration - JUN 2019 to MAR 2020; Role - Techno-Functional Analyst]

- Reconciliation between Oracle Apps ERP and RevPro – Validation of grouping rules, SSP, POB, deferred and unbilled balances
- BRD review, Fit/Gap Analysis, FDD preparation, System configuration setups
- Use case testing and evidence documentation, UAT preparation, Production Cutover and Support
- Onsite visit for UAT support

Project: Stansberry Research
[Zuora Billing and Zuora Revenue; Duration - May 2019 to Oct 2019; Role - Technical Analyst]

- Study of Business Model, Data Flow and Data Warehouse
- Identifying Zuora Billing objects and testing them by pulling through Zuora Connect, debugging their logs and identifying the RCA of failed data

Project: Zenefits
[Zuora Billing and Zuora Revenue; Duration – Jan 2019 to May 2019; Role: Technical Analyst]

- Handled BDR review, Fit/Gap Analysis, FDD preparation, System configuration setups like POBs, SSPs
- As a part of process improvements, worked in REST API for fetching the Z-Billing objects and progressing the data to relational data
- Building reports, scheduling and modelling reports by leveraging relationships within Zuora Billing data sources

Project: Yext Inc.

[Zuora Billing & Zuora Revenue; Duration - SEP 2018 to FEB 2019; Role - Technical Analyst]

- BRD Review, Fit/Gap Preparation, System Design and Configuration of Reports, POBs, SSP, Data Augmentation; SSP Analysis
- Use Cases validation and evidence testing
- Validating the data pulled as a part of Integration Process from Zuora Billing to RevPro through Keystone

Project: Equinix
[ASC 605 - Zuora Revenue; Duration - MAR 2018 to JAN 2020; Role - Technical Analyst]

- Created client specific custom PLSQL reports like RFP, AR Revenue reconciliation reports, arrangement YTD report etc.,
- Performed Data in-bounding from Oracle-R12 (Upstream) to Zuora RevPro and Out-bounding to GL
- Created Data Augmentation to transform the data in RevPro system based on the client requirement; Working with cross functional teams across EMEA, APAC, AMER market regions to resolve issues, plan releases and make necessary communications and assisting them for technical queries; Providing RCA for any issue in the application by debugging logs, source code, database objects and scripts
- Analysing and providing work around for P1 issues, delivering the conversion utility data and helps in preparing waterfall reports

Billing & Revenue (FinOps & FinSys Management)

- Production Support, issue analysis and resolution

Amazon Development Centre, Chennai – Jun 2016 to Mar 2018

Automation Specialist – Product Catalogue Lead (Mar 2017 to Feb 2018)
- Performing Web Crawling for pricing suggestions
- Ownership on Toys, Lawn and Gardens, Home Improvements product catalogs pricing suggestions
- Created & Automated Scripts for increasing the business workflow efficiency
- Designed ETL queries as per the stakeholder requirements, supporting tickets, troubleshooting stakeholder issue, adhering to SLAs and resolution time commitments
- Tuning the ETL to increase the performance in data stage
- Derived operational excellence projects to improve accuracy, productivity, quality and cut down process TAT
- Provided support in algorithm design & structured data to enhance the process improvement in Alexa UI
- Owned Projects included Tech interventions and User Action Automation tools.
- Handled multiple GL's like Automotive, Lawn and Gardens, Toys, Biss, Home improvement products etc... for providing pricing suggestion across multiple marketplace.

Technical Support Analyst (Jun 2016 to Mar 2017)
- Data analysis & interpretation, management of data sources and reports
- Integration of data and reports into reporting frameworks
- Extracting and tuning SQL queries, enhancing the query performance
- Development of new analysis/ reporting solutions and presenting findings to internal stakeholders
- Crawling data using internal tools / third party tools

3I Infotech Pvt Ltd, Chennai (Technical Intern Trainee) – Oct 2015 to Jun 2016

- **Client**: HAFELE
- **Project Type**: Implementation – Support

- Provided Support for Implementation issues, debugging the code and fixing
- Developing 9I Forms and Reports as per the client requirements

Technical Skills

- SQL, PLSQL, Shell Scripting, Adv MS Excel, Webdev Technologies (like XML, HTML, XPATH, JS), Python (Self Learner), Oracle R12 Apps / Oracle DBMS
- Monitoring Tools: Dynatrace, Logz.io
- OS: Windows family, Unix
- Other Applications: E-Commerce, Salesforce, NetSuite, Zuora Billing, Zuora Revenue, Snap logic, Postman, Blackline, JIRA, Remedy, Service Now, Datanet ETL, Oracle Forms & Reports, Workflow Builder, TOAD, Win SCP, VNC, Putty, SQL Developer, Eclipse

Awards and Achievements

- Onsite Opportunity to Gurgaon: Keysight client in RevGurus: Dec 2019
- Onsite Opportunity to Singapore: Equinix client in RevGurus: Nov 2018

Billing & Revenue (FinOps & FinSys Management)

- Process Excellence award: Received R&R for exemplary work in Amazon: APR 2017
- Special Performer award: For delivering customer requirements within short period of time in 3I Infotech: Feb 2016
- Won and been nominated various times for the Performer of the month Award in Amazon
- History of Kanchipuram Award from IAS Kanchipuram (During College): Mar 2015
- Guinness Attempt – signing up more than 3500 students for organ donation: Mar 2014

Corporate Skills

- Customer and stake holder Obsession
- Adhere to SLAs
- Quick Learner
- Dive Deep action & Backtracking problems
- Deliver results
- Deals Ambiguity
- Open to new tasks/challenges

Personal Details

Address   : 101-H, HIG, Sathiya Sai Nagar,Krishnagiri - 635002, Tamilnadu
DOB   : 20-Nov-1993
LinkedIn   : https://www.linkedin.com/in/r-shyam-sundar-44094aa2/
Marital Status : Married

Declaration

I hereby declare that the above-furnished details are true to the best of my knowledge.

R Shyam Sundar