

Adam Guerra

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PROFESSIONAL BACKGROUND

Adam is an innovative solutions architect & business analyst with 7 years of experience in the SaaS space with expertise in lifecycle management systems. He is experienced in leading development teams to deliver transformational solutions to business problems while conducting process analyses with process owners, designing technical solutions that meet the business' requirements, and presenting executive updates to business partners. He is passionate about emerging technologies and a curiosity to find creative solutions to difficult problems all while driving process improvement within an organization.

SELECTION OF RELEVANT EXPERIENCE

RPA Program Manager & Solutions Architect, Enterprise IT at a SaaS Company

Adam led an Intelligent Automation program to develop RPA (robotic processing automation) bots and other solutions, automating manual processes found throughout the business, saving 500+ labor hours across 5 business units in a single CY. The scope of this role was identifying manual processes in the business and performing feasibility assessments for RPA development. Once approved, he prioritized the development backlog and oversaw the software development lifecycle of each automation project including user-acceptance testing and deployment planning. His development team followed an agile development methodology using Azure DevOps for backlog management and user story repository. Adam served as the program manager, managing project timelines, creating and presenting monthly executive summaries to the CIO & CFO for the program highlighting development updates and key financial statistics.

Sr. Business Analyst & Business Product Owner, Finance PMO at a SaaS Company

Adam was the business lead for development efforts to improve & scale the business' billing lifecycle management systems. He was the subject matter expert for their proprietary CPQ engine built on the Salesforce platform as well as the Zuora billing system. Any development project in the organization that involved billing lifecycle management systems, Adam was responsible for capturing business requirements and technical specifications, leading user-acceptance testing, and coordinating software deployments with the business. Such projects included implementing Zuora billing enhancements, 3 M&A projects, go-to-market pricing strategy rollouts, and a NetSuite ERP implementation.

Functional Expertise

- Program & Project Management
- Process Improvement
- Business Transformation
- Agile Development

Technology Expertise

- Salesforce
- Azure DevOps
- Postman API
- Visio / Gliffy
- SQL
- Zuora Billing
- Automation Anywhere
- Snowflake
- Informatica
- ServiceNow
- Sharepoint

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SELECTION OF RELEVANT EXPERIENCE

Sr. Financial Systems Analyst, Finance PMO at a SaaS Company

Adam served as the financial analyst and administrator for all financial systems which included Billing, ERP, and Treasury systems. In this role, Adam worked on transformational projects to improve financial processes while implementing new system such as Zuora Billing, GTreasury, and NetSuite. He built system and integration audits to ensure data cleanliness and accuracy as well as partnered with functional leaders to implement process audits ensuring financial accuracy a positive client experience. Additionally, Adam kept up-to-date on system functionality, sharing relevant release notes and coordinating system upgrades with IT and functional leaders.

Certifications

- Azure Fundamentals I
- Zuora Administrator

Deliverables

- Executive Dashboards
- Project Summary Reports
- Development Timelines
- Development Roadmaps
- Test Strategies/Plans