

Aishwarya V

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Desirous of working in an organization which provides adequate opportunity for career development and to learn to utilize my knowledge and contribute to the success of organization by my sincere efforts

Career Summary

- Experienced Business Analyst - IB Services with overall 8 years of experience in end-to-end processing of quotes. Prepare Logical Data Models and BRDs supporting documents containing the essential elements, and descriptions of the relationships between the actors to analyze and document business data requirements.
- SME for the implementation of Systems, data and processes and guide the other communities and business to foster the development and business. Produce key artefacts like new process maps flow diagrams, use cases and requirement trace matrix, Functional Requirement Specification and system design specifications
- Analyze, design, develop and monitor trends in large and complex datasets to enable data-driven business strategies. Identify unconventional data sources that can be used for understanding customer behavior, identify ways that data can be captured and then use that data to further refine new and existing strategies.
- Work with stakeholders for ensuring business value realization through the effective implementation of methodology. Performs functions on complex modules and provides guidance to a team of Business Systems. Resolve issues and mitigate risks. Excellent reputation for resolving issues and improve customer satisfaction.

Technical Skills: Salesforce CRM | Oracle EBS | SAP (Business Intelligence) | CPQ++, ACPQ | Order Management, Quote Management, Microsoft Teams for communication and updates on process. MS Office, Excel 2016, Outlook 365, Reporting & Analysis | Business Analysis, Quote to Order

Experience

Senior Order Management Analyst | SoftSol (VMware India, Bengaluru) | Feb 2022 - Nov 2023

- Working on quotes and Reconciling the data based on the request. Cross checking all the quote history by using multiple tools. Use of Excel sheets for consolidating the data and providing the quote details to the Internal Team. Pricing the quotes based on the market price or as per the signed agreement.
- Work with Sales and Account Managers: The analyst need to reach out to stakeholder's emails/instant messengers as well as over calls to resolve the issues. Understanding of the Service Level Agreement and a proven track record of meeting or improving the SLAs by being involved in ideation/analysis.
- Follow the escalation guideline as per the defined process. Resolve Queries from the Customers / stakeholders within agreed timelines and with accuracy. Analyse and Provide Knowledge transfer (KT) to joiner's. Recommend integrated functional and business solution, support integrated functional solutions.
- Present findings and recommendations in an effective manner. Facilitated inception, and interviews that generated ideas and content for solutions. Elicit and gather requirements from Business stakeholders (Scope, Organize, Verify and Validate) using various techniques to ultimately create the crisp user stories.
- Work with large, fast, complex data sets to solve difficult, non-routine analysis problems, applying advanced data handling techniques if needed. Build data pipelines, includes implementing, testing, and maintaining infrastructural components. Interface with business partners to understand their functional needs.
- Responsible for data analysis, supporting continuous improvement initiatives for assigned customer. Design report structure and define data requirements required for data analysis. Use data analysis to compelling evidence-based and actionable tasks to share with stakeholders to drive improvements & decisions

Senior Renewal Quote Administrator | NTT Data, Bengaluru | Sep 2018 - Oct 2021

- Responsible for timely renewal of services contracts as per country renewal base. Inventory Collation pertaining to all the services rendered to the client by consolidation the BOM. CPQ - Costing, Pricing & Quote Generation for Cisco and Non-Cisco services. Proficiency in deriving pricing and Margin formulas in Excel.
- For Non-Cisco contracts, other vendors are involved for services. Getting cost from the vendor. Adding our margin and generating the Quote and notify client as per the defined SLA. Quote Iterations & Contract Documentation based on customer requisition. Perform comprehensive research of customer details in ERP.

- Liaise with Sales team on the contract which is up for renewal and propose the renewal quotation upfront. Ensure necessary vendor follow up are done for the vendor quote and follow up with the CSA for the final receipt of PO. Able to generate reports from the application / manual trackers and consolidate the same.
- Enhance data integrity issues by closely working with the CSA - (Country Service Administrators) to resolve issues pertaining to Serial Number or data issues. Serve as primary point of contact for all process related issues, queries and concerns - Handles exceptions relating to process and document the same.
- Periodic reporting to the management on renewal status. Enabling the team members on the internal systems and renewal best practices Responsible to ensure successful and on-time renewals for the account prior to the contract end date and executing all renewal back-end work in a timely manner for global customer base.

Revenue Analyst | Oracle India Pvt Ltd | Feb 2015 - Sep 2018

- Possess Knowledge of “Quote to Cash” process flow, OKS (Oracle Service Contracts), Contract renewals, IB (Install Base) and Migrations. Handling a transition process called Migration-Technology and Complex Apps and worked on various projects like, Input/output Quality and Service portal.
- To assist the sales teams in the generation of license revenue and help customers manage their licenses through the accurate and timely migration of customer's existing licenses in line with Oracle Policies. Collaborating with License Sales Team, Support and Contracts Team to streamline the quote to order cycle.
- Provide advisory role to sales for license migration- identify potential issues, desired outcomes, and suggest solutions/alternative approaches. Serve as POC for process related inquiries. Validating OM with Java tool, Review OM and OD with customer profile. Contact customer/Stake holder if PO is Unclean.
- Drive post-acquisition integration related to revenue processes of acquired companies. Perform revenue and deferred revenue analytics and trends to provide visibility into relationships and drive revenue optimization initiatives. Validate payment & support invoices. Prepare quarterly standalone selling price analyses
- Partner with cross-functional business partners and third parties to implement best practices, automation, and process improvements. Support revenue related system implementations and perform user acceptance testing. Manage projects, action items, and creation of procedural documentation and training materials

Education: Bachelor Of Commerce | Sree Guru Tipperudhra Educational Trust - Bellary | Jun 2012 - May 2015

Declaration: I hereby declare that above particulars of information and facts stated are true, correct and complete to the best of my knowledge and belief.

Aishwarya V