R Shyam Sundar

Business Analyst

An enthusiastic Multi-tasking Analyst with close to 5 years of experience and exposure into the gamut of Technical Development/Support, E-Commerce, Revenue management, Subscription billing and Automation along with excellent understanding of Business process and proven analytical ability as Technical and Techno-Functional Role. Excellent communication, interpersonal, planning and organizational skills with an focused emphasis on building effective and lasting professionalism .

Personal Info

Address

No. 380, Sri Sadhguru krupe, Sri MV Layout, 1st block, Kommagatta road, Kengeri Upanagara,
Bangalore - 560060

Phone

+91 9790773476

E-mail

maysh28@gmail.com

Date of birth

1993-11-20

Permanent Address

49, Munibasavappa street, Newpet, Krishnagiri - 635001, Tamilnadu

LinkedIn

https://www.linkedin.com/in/r-shyam-sundar-44094aa2/

Education

2018 - 2020

Birla Institute of Technology(WILP), Pilani

- University   : BITS
- Degree   : Masters
- Major   : Software Systems
- Specialization : Data Analytics

2011 - 2015

Pallavan College of Engineering, Kanchipuram

- University   : Anna
- Degree   : Bachelors
- Major   : Computer Science Engineering
- CGPA   : 7.8

2011

Best Matriculation Hr Sec School, Krishnagiri

- Level   : HSC
- Syllabus : State Board
- %   : 81
- Major   : Maths, Biology, Physics, Chemistry (MPCB)

Profile Summary

- Strong database skills in SQL/Oracle to understand/debug/modify stored procedures, triggers, functions, packages
- Proven experience in Revenue Recognition of ASC 606 and well versed with RevPro tools
- Good exposure to Revenue Recognition of ASC 605, Zuora Revenue(RevPro), Zuora Billing, Zuora Connect and REST API services
- Good experience from creating the Billing subscriptions(Zuora Billing) to Bill Run; Technical Knowledge of Z-Billing data objects
- Unix skills for troubleshooting and automating tasks
- Working with cross functional teams, users across multiple locations in order to resolve issues, plan releases and make necessary communications
- Strong analytical, interpersonal, troubleshooting and communication skills
- Effective independent, team player and self-starter with high adaptability to new technologies
- Quick learner in understanding and takes hands-on the processes at functional/system architecture level

Experience

Mar 2018 - present

Technical Analyst

RevGurus Info India Pvt Ltd, Pune

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
- Build Custom Integration between Zuora Billing to RevPro through Snowflakes
- Identifying Zuora Billing objects and testing them by pulling through Zuora Connect; debugging their logs and identifying the RCA of failed data

Project   :   Zenefits

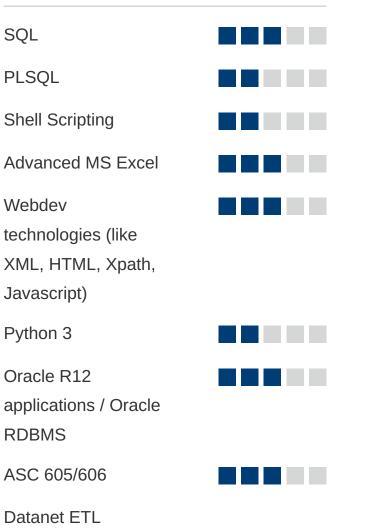**[Zuora Billing and Zuora Revenue; Duration – Jan 2019 to May 2019; Role : Technical Analyst]**

2009

Govt. Boys Hr Sec School,

Krishnagiri

- Level : SSLC
- Syllabus : State Board
- % : 85.8

Hard Skills

SQL

PLSQL

Shell Scripting

Advanced MS Excel

Webdev technologies (like XML, HTML, Xpath, Javascript)

Python 3

Oracle R12 applications / Oracle RDBMS

ASC 605/606

Datanet ETL

Applications

Zuora Revenue (RevPro)

Zuora Billing

E-Commerce

Oracle EBS / R12

Interests

Data Analytics

Machine Learning

Artificial Intelligence

Data Structures and its algorithms

Time Management

Project Management

Process Improvements

Requirement gathering and analysis

Reporting and Documentation

ASC-606

Finance and accountings

Revenue Recognition Analysis

Corporate Skills

Customer and stake holder Obsession

Adhere to SLAs

Quick Learner

- 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 modeling reports by leveraging relationships within Zuora Billing data sources
- Involved in creating subscriptions, customers and product catalogue in Z-Billing and performed bill runs to generate invoices and payment processing

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
- Analyzing and providing work around for P1 issues, delivering the conversion utility data and helps in preparing waterfall reports
- Production Support, issue analysis and resolution

Onsite Experience with Equinix - Singapore:
- Created Oracle R12 concurrent applications in AR modules.
- Delivered the conversion utility for migrating data from ASC 605 to ASC 606 .
- End-to-End testing the functionality of RevPro Application for ASC 606.

Mar 2017 - Feb 2018

Automation Specialist

Amazon Development Centre, Chennai
- 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 mutiple marketplace.

Dive Deep action & Backtracking problems

Deliver results

Deals Ambiguity

Open to new tasks/challenges

Tools / Techniques

Oracle Forms & Reports Builder, WorkFlow Builder, TOAD, Win SCP, VNC, Putty, SQL Developer, Eclipse, SNOW Incident, JIRA

Languages

English

Hindi

Tamil

Telugu

Kanada

Jun 2016 - Feb 2017

Technical Support Analyst

Amazon Development Centre, **Chennai**

- 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

Oct 2015 - May 2016

Technical Support Engineer

3I Infotech Pvt ltd, **Chennai**

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

Accomplishments

Dec 2019   **Onsite Opportunity to Gurgaon** : Keysight client in RevGurus

Dec 2018   **Onsite Opportunity to Singapore** : Equinix client in **RevGurus**

Apr 2017   **Process Excellence award :** Received R&R for exemplary work in **Amazon**

Feb 2016   **Special Performer award :** For delivering customer requirements within short period of time in **3I Infotech**

Mar 2015   **History of Kanchipuram Award from IAS Kanchipuram** (During **College**)

Mar 2014   **Guinness Attempt** – signing up more than 3500 students for organ donation (During **College**)

I here by declare that the information furnished above is truth to the best of my knowledge.

With Regards,

R Shyam Sundar