

Vishal Ratwani

Committed, Analytical, Hard working, Self Motivated, Creative, Reliable

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EXPERIENCE

Maintaining the system that starts from generating quotes and booking orders to billing the customers for our client by practicing CRM technology. Analyzing and providing the business solutions that improves the efficiency of the system as well as catering to the client requirements.

Enel X India , Mumbai — Software Engineer -Zuora (May 2020 - Present)

Deloitte Consulting India PVT LTD, Bangalore — Business Technology Analyst (AUGUST 2017 - May 2020)

PROJECTS

X-Customer, Enel X India

Tools & Technology Used: Postman, Zuora Workflows, File Zilla, Zuora Billing, SQL, Liquid Template, SIA Payment Hub, Service Now

- **Stabilize** the Zuora system by identifying the issues and improving the Workflows that integrate Zuora with Salesforce CRM, ERP application.
- **Configuring** Salesforce CRM with ZQuotes, Z360 setup.
- Use callouts & Notifications to trigger events like bill Run processing, journal Run creation.
- Extract & Manipulate Data that is used for the accounting application SAP E4E.

FAST — Future Architecture for System Transformation, Deloitte USI

Tools & Technology Used: Zuora Billing, Zuora Connect, Apttus CPQ, NetSuite ERP, HPE ALM, TR One Source, GT One Source, ZOQL

- **Developed and designed** use cases for integration of Zuora Billing system with Apttus CPQ and NetSuite ERP.
- **Maintenance** of the billing system for a Fortune 100 software enterprise company as a Zuora resource using agile methodologies.
- **Configure the payment gateway** in Zuora (CyberSource), **integrate** the billing system with CRM using Z360 and ZQuotes setup.
- **Co-led** the team of **5 members** for implementing and enhancing the application as per business requirements.
- **Streamlined** reporting process for leadership using excel to improve the cross application efficiency and analysed discrepancies of almost ~60M USD in the field of **revenue recognition**. This **lowered** the defect count by **30%**.
- **Analyzed** customer requirements and converted them into **User Stories**.
- **Automated** processes like bill runs, reporting and payments in Zuora application eliminating manual intervention.

EDUCATION

Dhirubhai Ambani Institute of Information & Communication Technology, Gujarat:
B-TECH in Information and Communication Technology, CGPA 7.49

Higher Secondary (Samrat Public School, Ajmer): 93%

Secondary Education(Mayoor School, Ajmer): 93.1%

SKILLS

Customer Relation Management, Consulting, Reporting & Analysis, Revenue Recognition, MS Office, Data Analytics

AWARDS & ACHIEVEMENTS

Spot Award for delivering within hard deadlines during financial quarter ends.

Applause Award for developing the reporting system that helps client to assess their impacted revenue.

Applause Award for playing a key role in Zuora delivery with minimal issues and fixing around 20 defects in 2 quarters.

INITIATIVES

Developed a flexible consumption model for managing the business of **potential clients** using the overage-tiered pricing model for products present in Zuora.

PUBLICATION

Indian Recession: A Quantitative Analysis, Anvesak Journal: Vol 47
Analyzed the repercussions of the Great Recession of 2008 over India. Studied the trends in 30 industrial sectors and the impact on them due to the recession using Regression Equations.