

AYUSH KHARE

OPERATIONS PROFESSIONAL | SALES OPERATIONS & CONTRACT MANAGEMENT SPECIALIST

CONTACT



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EDUCATION

MBA - (Finance and HR)

Uttar Pradesh Technical University
2015

Bachelors Of Commerce

University of Lucknow
2012

Grade - 12

Govt. Jubilee Inter College Lucknow
2008

SKILLS

- Sales Operations
- Renewal Management
- User and Trial Management
- Sales Enablement
- Query and Dispute Management
- Pricing and Fee Validation
- Change Request Management
- Project Management
- Invoicing and Billing Accuracy
- Contract Management
- Global Customer Exposure
- Market Research
- Order to Cash (O2C)
- Salesforce
- SAP
- User Acceptance Testing (UATs)
- Global Sales Operations
- Quote Activation, Validation, and Finalization
- Service Level Agreement (SLA) Compliance
- Stakeholder Collaboration and Communication
- Standard Operating Procedure (SOP) Documentation
- Process Transition and Implementation
- Team Leadership and Training
- Risk Identification and Mitigation
- Operational Support and Month-End Closings
- Auditing and Compliance Verification
- Multi-Regional Team Coordination
- Ad-Hoc Project Management
- Metrics Preparation and Reporting for MIS
- Customer Query Handling and Resolution
- Queue Management and Workflow Prioritization
- Process Improvement and Optimization Skills

PROFILE

Highly organized and results-driven operations professional with 9 years of diverse experience in Sales Operations, Contract Management, and Global Customer Engagement. Proven expertise in process transition and optimization, order-to-cash management, and billing accuracy, complemented by strong skills in stakeholder collaboration and team leadership. Adept at leveraging tools like Salesforce, SAP, and CRM systems to enhance operational efficiency and ensure exceptional customer service. Experienced in renewal management, pricing and fee validation, and dispute resolution, with a strong commitment to SLA compliance and process improvement. Recognized for exceptional analytical abilities, effective communication, and a proactive approach to problem-solving and workflow optimization.

WORK EXPERIENCE

Sales Operations Manager

Moody's Analytics

Oct 2023 - Present

- Transitioned 15 lines of business from onshore to offshore, building a 15-member team and ensuring seamless execution.
- Coordinated training with onshore teams and represented offshore in global meetings for alignment across regions.
- Established and reviewed SLAs, prepared SOPs, and ensured compliance during and post-transition.
- Managed a team of 10-21 associates, addressing performance, training, and work volume efficiently.
- Maintained strong stakeholder relationships, supporting sales processes, reporting, and ad-hoc projects effectively.

Associate Operations Analyst in Sales Support

Moody's Analytics

Aug 2021 - Sep 2023

- Facilitated customer user access to contracted products, addressing queries, resolving issues, and collaborating with internal teams to ensure effective use of Moody's services.
- Managed trial product access for potential customers, contributing to conversions across key business lines such as BVD KYC, ISG, and ERS.
- Handled non-financial billing changes, ensuring precision in change orders and resolving discrepancies with Sales teams and customers.
- Addressed Salesforce-related issues, coordinated escalations, and updated stakeholders on resolutions for user and order queries.
- Supported operational workflows, including ticket management, audits, renewal preparations, and cross-functional training, ensuring efficiency and accuracy in deliverables.

Management Trainee

Genpact

Feb 2020 - Jul 2021

- Executed contract-related tasks per SOPs, managing queues and customer requests with precision and adherence to processes.
- Created, modified, and managed contracts in SAP, ensuring accuracy in customer, vendor, and material details.
- Identified and incorporated changes from contract documents, ensuring alignment with usage and requirements.
- Managed queues efficiently, evaluating requests per SOPs, minimizing disruptions, and meeting project deadlines.
- Prioritized risk mitigation by identifying service changes, terminations, and prorates, ensuring smooth SAP processing and SLA compliance.

Contract Administration/Billing and Order to Cash

VALUEONSHORE ADVISORY SERVICES - (AT&T Client)

Feb 2019 - Feb 2020

- Monitored and prioritized activities in two shared mailboxes, focusing on billing, purchase requisitions, and dispute resolution.
- Managed Business-As-Usual (BAU) processes, including capital POs, PR-based requests, service groups, and recurring transactions.
- Generated and dispatched invoices, ensuring accuracy by considering BET approval, currency, sites, POs, and contract details.
- Resolved stakeholder queries related to disputes and care management, collaborating with engagement managers, project teams, and finance.
- Reviewed contracts and vendor invoices thoroughly, validating pricing and services for accurate billing and ensuring compliance.

COURSES

MS Office and Data Analytics

Infidea Forum, 2025

Executive development program - Lean Operations Management And Six Sigma

IIM Vishakhapatnam, 2025

Leadership Essentials

Moody's Analytics, 2024

ACHIEVEMENTS

- Achieved an **A+ grade in French from EFLU Lucknow Campus in 2013**, showcasing advanced language proficiency.
- Completed **two years of NCC training (2009-2010) and earned the prestigious 'C' certificate**, demonstrating discipline and leadership.
- Represented the **MBA department in a debate competition in 2013**, highlighting strong public speaking skills.
- **Authored and presented a research paper**, "Drivers and Restraints of E-Loyalty: A Youth Perspective in India," at the SEMS Jodhpur conference in 2014, with publication in IJMTR, contributing to academic insights on e-loyalty.
- **Participated as a State Senior in the NCC National Trekking Camp in 2009**, exhibiting resilience and teamwork.

WORK EXPERIENCE

CDSS Associate in Billing

BT Global Business services

Feb 2017 - April 2018

- Addressed customer and internal queries regarding open billing requests, ensuring timely resolution and clear communication.
- Generated and maintained invoicing status reports, monitoring financial transactions and ensuring data accuracy.
- Managed electronic filing and documentation for customer support, ensuring proper recordkeeping and easy retrieval.
- Supported financial operations through month-end closing, auditing, data collection, and preparation of monthly metrics and reports for MIS.
- Maintained proactive communication with the onshore team, providing updates on financial progress and key metrics.

Project Executive

Abacus Business Operations

Nov 2015 - Feb 2017

- Ensured strict compliance with billing processes and timelines, maintaining accuracy and efficiency.
- Provided administrative support to the line manager, addressing a range of queries from operational to client-level concerns.
- Aggregated data and compiled month-end reports, distributing them to relevant departments for informed decision-making.
- Participated in ad-hoc projects, tracking deliverables weekly and monthly to meet project and client requirements.
- Resolved payment, credit, and invoice-related queries raised by onshore, audit, and MIS teams, ensuring timely corrections as per SOPs.