

CONTACT

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KARTHIK EASWARAMURTHY

FINANCE OPERATIONS/AR & BILLING LEAD

SOFTWARE

- Salesforce
- Zuora
- Tesorio
- SAP
- SQL (Basic)
- Gitlab
- Zendesk
- Oracle & CPQ
- QlikView
- Google Workspace
- Microsoft 365

AI TOOLS

- Vapi.ai
- Supabase
- Make.com
- OpenAI
- Claude
- Bolt.new

KNOWLEDGE

- Invoicing on portals
- Invoice/PO reconciliation
- Payment processing
- Cash application
- Credit & rebills
- Process governance
- Order creation, quoting/booking
- Reporting & Analytics
- Automation and testing

PROFESSIONAL PROFILE

- I can successfully scale up revenue and increase FCF for businesses:
- I have 11 years of dedicated experience specializing in O2C, AR & Billing processes across SaaS and Manufacturing industries with a strong understanding of sector-specific nuances.
 - I drive end-to-end receivables operations across credit risk, billing, collections, cash application, reconciliations and dispute resolution, with a strong focus on measurable improvements in DSO and working capital.
 - I serve as a Finance Operations SME and process governance partner, translating complex business requirements into scalable receivables processes while collaborating with Finance, Sales, Revenue and other internal teams.

- I can optimize business processes and deliver data-driven financial outcomes:
- Designed and implemented AI-powered Finance Operations automations to streamline collections, billing dispute management and automated customer communication. Portfolio: [View Automation Portfolio](#)
 - Led AR transformation initiatives across a combined \$130M portfolio, improving cash flow efficiency through significant reductions in DSO and past-due receivables across SaaS and Pharma businesses.

WORK EXPERIENCE

- Gitlab India Pvt.Ltd - Bengaluru, KA

2024 - PRESENT
- Accounts Receivable Analyst (AR & Payments)
- Acted as the primary billing point of contact for enterprise customers across US & EMEA regions, managing a \$30M AR portfolio while reducing DSO by 84% (56 to 9 days) and lowering past-due receivables by 70%.
 - Led end-to-end customer payment processing and cash application, utilizing Zuora and Salesforce to validate invoices and accurately apply ACH/Wire/Check and credit card payments.
 - Served as the process SME and primary escalation point for high-risk delinquent accounts, coordinating stakeholders and driving resolution strategies to improve collections and reduce AR aging.
 - Leveraged Tesorio to manage and optimize collections workflows, maintaining invoice-level notes, automating customer outreach emails, configuring dunning strategies and analyzing AR aging to prioritize collection actions.
 - Handled end-to-end invoice submission and status tracking on third-party billing portals (Ariba, Coupa, Taulia, FG), ensuring accuracy and timely payments.
 - Supported month-end close by providing audit-ready documentation, verifying payment mismatches, and assisting in AR reconciliations to ensure accurate financial reporting.

SKILLS

- Communication
- Public Speaking
- Decision making
- Adaptability
- Quick learner

CORE PROJECTS

- Bank account migration
- Statements automation
- Point Kaizen Excel automation
- Bot Testing & Implementation
- SLA improvement initiative

AI & AUTOMATION PROJECTS

- Automated AI Reporting Dashboard
- End to end AR Process Automation
- AI AutoDispute Tracker
- AR Assistant Voice Agent
- Billing & AR Escalation Form

AWARDS & RECOGNITION

- Top Performer of the Year – FY20
- Point Kaizen (Top Idea) – FY21
- Recognition Award – FY16

EDUCATION

2012-2015

BHARATHIAR UNIVERSITY

- Bachelor of Commerce with Computer Applications

- Managed a team of 5 analysts, monitoring KPI performance, driving capability building through structured training while acting as interim manager to oversee operations and ensure delivery continuity.
- Led Kaizen project initiatives by ensuring resolutions for process gaps are properly amended by using project charter and objective form to meet metrics. Involved in process improvement automation using bots & UAT testing.
- Quarterbacked the remediation of potential bad debt on a quarterly basis, showcasing commitment to fiscal responsibility and risk mitigation.

Zuora India Pvt.Ltd – Chennai TN

2022 - 2024

Cash Collections Analyst (AR, Billing & Payments)

- Delivered consistent overachievement on collections targets for a \$40M AR portfolio of SaaS customers across US, EMEA & APAC regions, improving DSO by 45% (49 to 27 days) and reducing past-due receivables by 65%.
- Resolved billing disputes by analyzing invoice data, subscription terms and billing configurations in Zuora Billing platform.
- Performed credit checks and financial risk evaluations to determine customer creditworthiness, recommend credit limits and support informed business decisions.
- Led and guided junior peers, providing comprehensive training and mentorship to ensure their understanding of the process and their ability to effectively support all facets of the business.

VWR, part of Avantor Sciences – Coimbatore TN

2018 - 2022

Senior Credit Analyst (Finance Operations)

- Managed collections for a \$60M Pharma AR portfolio across US & EMEA regions, improving DSO by 38% (48 to 30 days) and reducing past-due receivables by 55%.
- Published collection forecast reports, handled large volumes of data for analysis and reported insights to Strategic Partners, key Stakeholders, Liaisons & CAO with plans to increase Free Cash Flow and Revenue resulting in improvement of Working Capital.
- Collaborated with Treasury & Risk Teams to understand the credit worthiness of the customer. Decided to hold/release orders in SAP ECC, based on customer's outstanding balance and payments.

Oracle India Pvt.Ltd – Bengaluru KA

2015 - 2018

Senior Financial Analyst (Renewals & Quoting)

- Proactively managed contract renewals while facilitating seamless order creation and processing to ensure uninterrupted software/hardware support for customers using Oracle R12.
- Owned billing discrepancy resolution through credits, rebills, and contract corrections.
- Addressed Sales and customer enquiries through Service Requests, minimizing revenue loss and financial impact.

ADDITIONAL INFORMATION

I hereby declare that the above information is true to the best of my knowledge.

Place:

Date: