



# BENSON BABU

Partner Operations Specialist

## CONTACT

- +91-9611526213
- bensonbabu2@gmail.com
- Bangalore, India
- [LinkedIn](#)

## EDUCATION

### Center For Management Studies - Jain University , Bangalore , India

Bachelor in Business Management: Finance

2011 - 2014

## SKILLS

- Strategic Program Management
- Change Management
- Bid Management
- Process Improvement
- Stakeholder Engagement
- Proposal & Contract Drafting
- Organizational Realignment

## SOFTWARE & TOOLS

- AI & Automation:** Oracle Gen Chat AI, ChatGPT, MS Copilot, Gemini for Workspace, Claude (Anthropic)
- Enterprise :** Oracle R12, Oracle Sales Cloud (CRM), Oracle Apex, Oracle Project Financial Management
- Project & Collaboration:** JIRA, Confluence, Microsoft SharePoint, Visio
- Analytics & Productivity:** Oracle Cloud Analytics, Microsoft Office Suite (Advanced Excel, PowerPoint)

## SUMMARY

Strategic Program Management and Partner Operations leader with over 11 years of experience in executing high-impact projects in global technology organizations. Skilled in delivering complex partner initiatives, including program revamps and digital transformations, while adopting AI-driven tools. Expert at aligning sales strategy with operational execution to enhance efficiency, reduce risk, and scale partner engagement using data-driven innovation and change management.

## WORK EXPERIENCE

### Partner Operations Specialist - Partner, Sales and Operations Strategy

Oracle India Pvt Ltd , Bangalore

Sep 2025 to Present

- Strategic Implementation:** Translate business goals into actionable operational plans, bridging the gap between sales strategy and day-to-day execution.
- AI Adoption & Strategy:** Spearhead AI integration across Partner Support teams to automate routine queries, reducing manual intervention and increasing partner satisfaction by decreasing deal cycle by 15-20%.
- Process Optimization:** Optimized global operations by identifying process inefficiencies and implementing a robust communication strategy; accelerated turnaround times by 10-15% while ensuring high levels of data integrity through structured project delivery.
- Strategic Project Delivery:** Orchestrated critical operational initiatives such as the **Fusion Helpdesk revamp** and **Global Partner Approval reductions**; leveraged AI-driven validation to streamline workflows and align scope, resources, and deliverables with global revenue strategies.

### Program & Change Manager - Global Business Revenue Operations

Oracle India Pvt Ltd , Bangalore

Dec 2021 to Sep 2025

- Strategic Portfolio Management:** Managed multiple strategic initiatives in parallel, including the revamp of the Enhanced Oracle Partner Program impacting 20K plus partners, leading partner migrations and restructuring benefits. This drove a 30% increase in active deal registrations and collaboration.
- Process/Vertical Automation:** Launched the Oracle Royalty Management Tool and digitized partner forms, improving compliance by 100% and reducing manual processing time from 4 days to 1 day (75% reduction) through automated validation.
- Partner Ecosystem Growth:** Led multi-cloud and ISV co-sell initiatives by building a collaborative platform for lead and opportunity sharing, reducing deal cycle time by 50% through automated validations.
- Strategic Initiatives:** Directed a regional sales effectiveness initiative for a new premium suite, overcoming adoption barriers to boost sales performance and improve suite revenue by 10%.
- Project Delivery:** Managed the interim Oracle Cloud Marketplace rollout which contributed upto 5% growth in partner revenue as well a new stream for revenue opportunities.

---

## RECOGNITION

---

- Business Impact Award: For contributions to the Enhanced Oracle Partner Program.
- Night on the Town Award: For developing the division-wide transaction tracker.
- Quarterly Champion: Multiple awards for excellence in Royalty and Lead Management.
- Special Recognition: For sustained contributions to Revenue Operations and Project Accounting.

- **Transformation Leadership:** Designed and deployed a change management framework for critical technology transformations, now standardized across Revenue Operations.
- **People & workspace Change** - Led end-to-end office migrations, ensuring seamless business continuity while delivering 90% employee satisfaction.

### **Consulting Bid Manager - North America Application Consulting**

Oracle India Pvt Ltd , Bangalore

*July 2020 to Dec 2021*

- **Deal Optimization:** Managed cross-functional teams (Risk, Deal, Order Management) to drive the O2C cycle for high-value bids through tailored proposals.
- **Tool Development:** Co-developed an Apex-based Deal Tracker, providing leadership with end-to-end visibility from opportunity creation to booking, which also reduced manual workload of assessing productivity by almost 90% by Managers and Leadership.
- **Process Improvement:** Established a dedicated proposal review calls and streamlined documentation to ensure higher quality drafts and faster turnaround decreasing cycle time by 10-15% during the QTO stage.

### **Partner Transaction Analyst- Global Business Revenue Operations**

Oracle India Pvt Ltd , Bangalore

*Dec 2017 to Jun 2020*

- **System Migration:** Spearheaded the migration from Service Portal to Oracle RightNow, serving as the primary point of contact while maintaining uninterrupted operations throughout the transition.
- **Deal Lifecycle Management:** Coordinated documentation and managed approvals for VADs and resellers while ensuring full alignment with GSO standards.
- **Team Development:** Streamlined onboarding for new hires and prepared critical status reports for quarterly and fiscal year closes.

### **Senior Project Accounting Analyst - Project Accounting**

Oracle India Pvt Ltd , Bangalore

*Jun 2014 to Dec 2017*

- **Training & Development:** Founded the "Project Accounting Learning Academy," leading quarterly 14-day onboarding for 300+ staff to ensure consistency.
- **Financial Compliance:** Managed EMEA and LAD region data analysis, including FPLA reporting and annual external audit documentation.