

KYLE A. ROSEN

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[Website](#) | [LinkedIn](#)

Enterprise Solution Architect • Quote to Cash Leader (QTC) • Product Strategist • Solution Manager

TECHNOLOGY LEADER | SAAS ENTERPRISE SOLUTION ARCHITECT

Accomplished, technical leader and enterprise solution architect, with an entrepreneurial drive, delivering technology SaaS solutions and technical improvements to enhance business operations, enable scalability of organizations, and support growth and development to meet marketplace needs. Employs a holistic approach to solution development, prioritizing scalability, and a sustainable approach to business endeavors in implementing new platforms into the client ecosystem. Demonstrated skill in translating technical and business use cases into actionable solutions, furthering the ability to meet the needs of clients and influence key decision-making by executive leadership. Passion for technology and cultivating a continuous learning environment, driving innovation and enhanced practices that improve the capabilities of businesses, boost bottom-line results, and transform client operations. Support clients in navigating new, ambiguous scenarios, developing a plan, and forging a path to achieve unparalleled results.

Sales and Revenue Growth • Strategic IT Planning & Execution • Architectural System Improvement • Project Management Technology & Software Architecture • Consulting Services • Data-Driven Analysis • Risk Management & Vulnerability • Critical Thinking Software Development Lifecycle (SDLC) • Collaboration & Communication • Stakeholder Alignment • Complex Problem Solving • Deductive Reasoning

PROFESSIONAL EXPERIENCE

ZUORA • Atlanta, GA • 2013 to Present

Zuora is an American financial, enterprise software company providing the ability for businesses to launch and manage their billing and payment services. Annual Revenue of \$400MM+.

Solution Manager / Outbound Product Manager (Order to Revenue Strategy) (July 2025 - Present)

Serve as the voice of the customer (VOC) at Zuora as part of the customer-facing arm of the Product & Technology organization, aligning product strategy with client needs by collaborating cross-functionally with Product, Architecture, and internal IT teams with an emphasis on Order to Revenue functions. Lead roadmap prioritization and Quarterly Business Reviews (QBR) with customers, manage GTM planning while also enhancing customer use case refinement processes to improve product quality and customer satisfaction. Additionally, I work internally with IT and the field to manage our own Quote to cash implementation to better understand their product challenges and needs by synthesizing their requests and refining it with the PM teams.

- Led a multi year product engagement for one of our marquee customers with \$1M ACV - presented to client on weekly basis on status of product enhancements. Successfully delivered ~8 key features by working with the PMs, Engineering, and Prof. Services.
- Managed product level engagement for marquee customer of \$6M ACV by reviewing the feature requirements and organizing the Product and engineering discussions with Prof. Services to maintain alignment
- Engaged with over 70+ customers and influenced \$3.2M ACV across largest strategic accounts, including Vimeo, Gartner, and Twilio
- Delivered over 30+ AI Strategy and general roadmap sessions to client CIO, CFOs discussing Product Initiatives, including upcoming releases
- Provided Product solutioning support on over 25 escalations, 10 Assurance Reviews (guidance)
- Managed the Order to Revenue (OTR) track for Zuora, including, providing implementation guidance to over 100+ customers currently on our OTR stack
- Supported delivery and creation of (2) key AI agents using Glean for escalation support and engagement trackers for internal visibility and reporting

"Kyle Rosen is one of the best consultants I have ever worked with. During an implementation and integration with Salesforce, Kyle helped build the system from ground up, guiding us and providing advice step by step. He is very intelligent, knowledgeable, and always willing to help. Kyle was very responsive whenever I had questions and never hesitated to share his experience and provide with great advice."
Joanna Knott, MBA, DTM
Sr. Manager, Salesforce

Principal Solution Architect (2021 to July 2025)

Earned upward promotion throughout an extensive tenure with the organization, providing strategic advice and consultation to product management teams, client organizations, and executive leadership to support the needs and objectives of all stakeholders. Leverage engineering expertise to improve product function and development, optimize client utilization of cloud software, and enhance fundamental aspects of products. Lead architectural workshops for significant revenue-generating enterprise clients, including General Motors, facilitating a global approach to achieving client objectives. Has overseen the full lifecycle of client engagements, from pre-sales to requirements gathering and discovery, to enablement through post-implementation support, including technical account management. Most recently got off the ground a new Zuora offering for our customers around Enterprise level grade architectural support to our install base customers.

- Serves as a key solution architect and technical manager for the most strategic Zuora clients, including top automotive companies, telco SaaS, and ecommerce customers.
 - Advised a large ecommerce customer on how to reduce involuntary churn by making key changes to their payment processing functions. Was able to raise the client's payment acceptance rate from ~85% up to 94%, saving the customer over \$300k/year
 - Advised and managed 4 strategic accounts with over \$9.2M in total ACV.
 - Developed 2 impactful internal assets that are in use today by over 55 people within the ESA/TAM organization, namely, System Performance Review and New Feature deck
- Supported and helped architect a plan to roll out a new product offering, Enterprise Solution Architect (ESA), which has since grown to over \$12MM in ARR as of December 2024
- Contributed extensively to sales conversion by providing pre-sales architecture support, driving \$1MM in revenue in under 1 year, including a \$200K contract with Capital One, as well as, provided architectural support in helping to obtain a renewal of an existing security services company for \$1.3MM.
 - Delineate project scope and verify project technical viability, gaining customer buy-in and confidence to execute statements of work.

Senior Solution Architect (2018 to 2021)

Promoted to lead strategic architectural design workshops, partnering with delivery architects to ensure alignment in strategy, client requirements, and project objectives. Provided insight and analysis to solve complex technical challenges, ensuring delivery beyond client expectations. Conducted custom architecture reviews on behalf of clients to identify areas of opportunity and improve the client ecosystem on the platform.

- Provided architectural guidance to clients on use case solutions, including leveraging RESTful APIs, SQL, Workflows, and custom integrations.
- Delivered over 120+ customer engagements, including delivering implementation workshops
- Supported execution of migrations of 4MM+ end subscribers to the Zuora billing SaaS platform for a large automotive customer

Solution Analyst (2013 to 2016) | **Delivery Solution Architect** (2016 to 2018)

Recruited to the organization to execute implementation projects for multiple commercial end customers, managing multiple projects simultaneously. Completed platform configurations, client requirement gathering, project kickoffs, and development of use case documentation. Engaged clients throughout the full lifecycle of projects, aligning strategies with the client's goals to surpass expectations and enhance the brand reputation. Later promoted to lead mid-market client engagements surrounding Salesforce environments, including back-end integration processes. Served as a trusted resource and advisor throughout the organization on project escalations, creating cadence in project execution and pivoting strategies to overcome potential strategy deviations.

- Appointed to lead the company's largest, multimillion-dollar professional services project with S&P Global, managing a multi-year project.

"Kyle is very knowledgeable, customer focused and a hard-working person. His contributions enormously helped us in our transformation journey." - Vijay Perumalla, Sr. Enterprise Architect at General Motors

- o Integrated a new SaaS Quote to Cash system for two major business units, which resulted in > \$1 Billion of invoicing transactions in Zuora.
- Achieved a 10 / 10 implementation customer score for excellence in communications and operating at the customer’s pace, demonstrating a client-centric approach to delivery.
- Communicated with C-suite leadership, influencing and engaging decision-making based on compelling presentations of best practices and advice of implementation models, delivery on over +25 commercial engagement implementations.
- Gained extensive knowledge of the Salesforce platform to support Salesforce environments and further the operation’s capabilities, including implementing CPQ tools from Zuora for over +15 clients

CAPGEMINI • Atlanta, GA • 2010 to 2013

Capgemini SE is a multinational information technology (IT) services and consulting company with annual revenue of 18,160MM Euros.

Cloud Contract Support Specialist (2013) | **Technical Analyst** (2012 to 2013) | **Data Analyst** (2010 to 2012)

Joined the organization to resolve integration issues between CRM and billing software by leveraging SQL capabilities, earning upward growth in the organization to lead the design and execution of migration from a legacy DSL network to a cutting-edge system. Developed a solid ability to manage onshore and offshore resources simultaneously during a project, clearly defining expectations and establishing accountability to deliver results at the highest level. Promoted further to provide client support to AT&T cloud service contracts, developing expertise in PaaS and CRM tooling.

CERTIFICATIONS	EDUCATION
SFDC BILLING SPECIALIST SUPERBADGE	UNIVERSITY OF GEORGIA
SFDC ADVANCED BILLING SPECIALIST SUPERBADGE	Bachelor of Business Administration in Management Information Systems Degree, Honors Program
ZUORA BUSINESS ANALYST	Bachelor of Arts in Spanish Degree
ZUORA CONSULTANT	Magna Cum Laude
ZUORA ADMIN, SFDC DEVELOPER	President’s Scholar
GOOGLE CLOUD DIGITAL LEADER	
SALESFORCE ASSOCIATE CERTIFICATION	
CERTIFIED SCRUM PRODUCT OWNER (CSPO)	

TECHNOLOGIES & COMPETENCIES

Software: Postman|Salesforce CRM| Zuora|Google Drive|Microsoft Office & Excel|Figma|SharePoint|HP ALM| Mercury Quality Center| Savvion Process Modeler| XML Marker| Subversion| GitHub| MetaSolv M6| Siebel CRM|Prezi presenter| MS Project| Informatica PowerCenter| Balsamiq Mockup tool| Axure|Box Repository| JIRA| Confluence| LucidCharts

Programming: JSON (API framework)| SOAP (XML Framework)| Java (MVC Framework)|Python

Database: MySQL Server| SQL Oracle and Presto/Trino| Microsoft Access| Oracle and DBMS SQL Developer| Kenan BP FX

Web: HTML| CSS|Iframe| AJAX| JavaScript| Visualforce

Operating Systems: Windows OS| Mac OS| intermediate Unix understanding|Android|IOS

Methodologies: ITIL| SDLC Framework| Agile SCRUM| RUP|

AI & LLM Technologies: Prompt Engineering & Vibe Coding| Gemini|ChatGPT|Claude| NotebookLM| Glean