

NAME

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Summary

I am RPA Consultant and business analyst experience in Automation anywhere Tool, Project Analysis, Project Management in Automation Process, Business Process Automation. Currently working for ANZ India with overall 10 years of experience in various domains. I am passionate about my work and always eager to learn new Technology. While I enjoy all edges of my job, I think my desired stage of working on Automation Tool is intermingling with client business unit leader, Top level management for understanding their current business Process and later automate current business manual process through Automation Tool. As we go through that cooperative process, the ideas start to flow, every tomorrow is waiting with new challenges and that's always the fun part.

Core Competencies

Operations Management / Process Management

- ↻ Looking forward for a challenging work profile in Robotic process Automation field. My interests are working on new cutting edge technologies, learning new tools, working on new innovative design frameworks and Making the overall process optimized and efficient one during the low volume.
- ↻ Designing dash boards for operations; monitoring day to day resolution closures and case aging to ensure timely resolution.
- ↻ Spearheading process improvement initiatives.
- ↻ Monitoring the overall functioning of processes, identifying improvement areas and implementing measures to maximize customer satisfaction level.
- ↻ Managing resource allocation and preparing weekly/ monthly planning of volumes with resource available.
- ↻ Managing team functions viz. manpower planning, training, etc.
- ↻ Creating connection between operation team and RPA for the smooth project

Career Contour

Australia New Zealand Banking Group Automation Anywhere Developer and business analyst From November 2014 Till date

- ↻ Responsible for Requirement Analysis.
- ↻ Consulting, Solution Architecture, development and delivery
- ↻ Responsible for gap analysis and technical consulting for BI and Automation projects Act as a think tank to provide out of the box solutions and reduce turnaround time on various projects.
- ↻ Responsible for working on tools like Automation Anywhere
- ↻ Responsible for integrating Automation Solutions with ERP, Desktop Application, Testing Use Case, etc.
- ↻ Automate daily process with the use of Automation Anywhere Tool.
- ↻ Responsible for extensive knowledge transfer documentation for consulting
- ↻ Managing Scrum board for automation Projects with deadlines

Australia New Zealand Banking Group
Senior Officer January 2009 – November 2014

- ↵ Accountability for the accuracy and integrity of work
- ↵ Ensuring effective performance of SLAs.
- ↵ Identify risks in the process and put effective controls.
- ↵ Conducting team huddles on a daily basis to discuss the volumes, error and process updates.
- ↵ Maintaining the minimum turn-around-time.
- ↵ Supervising quality initiatives for process improvement and defect reduction.
- ↵ End to end process tracking.
- ↵ Global Centric operations – Achieving delivery as well as service quality norms.
- ↵ Building and maintaining healthy business relations as per ANZ values, ensuring clients satisfaction by achieving delivery & service quality norms.

Greytip Software P v t Ltd (FKA Delphi Software)
SR. Support Engineer June 2006 –January 2009

- ↵ Started my career as a Process Associate and was promoted to Senior Process Associate in a year.
- ↵ Handled a team of 5 members.
- ↵ Single point of contact for any queries and escalations.
- ↵ Handling critical month end closure activities and customer calls.
- ↵ Training new team members and preparing procedure documents.
- ↵ Implementing the Payroll software for the End Users, Channel Partners,
- ↵ Trouble shooting the problems pertaining to Taxes such as TDS, Etds, PF, ESI Form 16 and 12ba etc.
- ↵ Trouble shooting the issues pertaining to other Payroll System including (ESI, PF, PT, EDLI Scheme, advances and its related statutory requirements) etc.
- ↵ Handling the Data Escalations from Level 1 support, solving Technical problems on data migrations, data synchronizations, Data recoveries in cases of data corruption,
- ↵ Installations of licenses in multi sites, multi users and single user environments,
- ↵ Providing the effective business advices to entrepreneurs for the effective implementations of licenses as per the client's requirements through WebEx, webinars and learning process manuals.

ACADEMIA

- ↵ BBA (2003 – 2006) at C.Abdul Hakeem College, - Thiruvalluvar University with second Class.
- ↵ Completed DOA (2003 – 2004) at CSC.
- ↵ Completed PUC (2001 – 2003) at **C.Abdul Hakeem Higher Secondary School College** with an aggregate of 85%.
- ↵ Completed SSLC at **C.Abdul Hakeem Higher Secondary School College** with an aggregate of 73%.

TECHNICAL SKILLS

- ↵ Advanced knowledge of
 - ↳ MS Excel.
 - ↳ MS Power point, MS Word, MS Outlook,
 - ↳ PeopleSoft Global Payroll and Folklore – Payroll and HRMS Application (Delphi).
 - ↳ Tomcat Application
 - ↳ Main Frame applications
 - ↳ Citrix
 - ↳ Automation Anywhere Software

PROFESSIONAL TRAININGS

- ↻ 5 days **Buplus Training**..
- ↻ **CSIA (Customer Service Instituted of Australia)** – Workshop on delivering high standard service to customers.
- ↻ **Advance Excel** – Attended one day training on advanced excel
- ↻ **Basic Knowledge of Automation Anywhere development**

MAJOR STRENGTHS

- ↻ Dynamic, Confident and Hard worker.
- ↻ Quick learner. Understand the nature of business quickly.
- ↻ Thrust to acquire new skill / knowledge.
- ↻ Working flexibly as a Team member & on own initiative to improve the team.
- ↻ Ability to work under Extreme stress
- ↻ Solution Design

PROJECT EXPOSURE

Domain	Project Title	Role	Description
RPA (Automation Anywhere)	Audits Australia	Involved in Performing Development, testing, support, UAT, Pilot, System Setup.	Automated End to End for the Audit certificate generation.
RPA(Automation Anywhere)	PAF Process	Involved in designing the Architecture and development.	Automated End to End for the Invoice Processing for PAF.
RPA(Automation Anywhere)	Email Automation	Involved in Performing Development, testing, support, UAT, Pilot, System Setup.	Automated End to End to send email to stake holders
RPA(Automation Anywhere)	Fees	Involved in Performing Development, testing, support, UAT, Pilot, System Setup.	Automated End to End the fee changing process and notification to stake holder post completed
RPA(Automation Anywhere)	Consolidation	Involved in Performing Development, testing, support, UAT, Pilot, System Setup.	Automated End to End consolidation process, where PDF files will be combined based on the unique id referring to the share point work flow tool.

PERSONAL PROFILE

Date of Birth - 06th September 1985
Gender - Male
Marital Status - Married
Languages Known - English, Hindi, Kannada, Urdu and Tamil
Nationality - Indian

Place : Bangalore
Date :

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