

Avinash Raj

Customer Success Architect

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Career Summary

RPA Solution Architect with around **10** years of experience (**4.5+** years - **Robotic Process Automation** and – Full Stack Development (**Linux, Apache, MySQL, Php, HTML, JavaScript**)) with additional experiences in entrepreneurial stint, Technical Consultation, and Sales Engineering (Pre-Sales).

- Effective Change Leader with outstanding communication skills, able to clearly explain solution design and the capability to influence key stakeholders at **C** level.
- Build alliances and partnerships to drive results through **Digital Transformation/ Hyper Automation**.
- Drive end-user adoption of RPA through events, training, seminars, webinars, technical training.
- Identify automation opportunities, project **ROI** calculation, **TCO** calculation, **Breakeven** and plan innovation/transformation journey based on customer landscape.
- Managing the relationships with customers and partners to support and help them start and scale their Digital Transformation journey by helping them build **Coe, RPA governance**.
- Collaborating meticulously with **5** international **cross-functional teams**.
- Effectively architecting and implementing **RPA**, ensuring quality as an **Architect** and **Individual Contributor** in line with client concerns around technical capabilities, information security, and platform architecture, Pre-Sales & Post-Sales process.
- Responsible for maintaining a high degree of customer satisfaction in addition to growing and developing reference able customers.

Technical Skills

RPA	: Automation Anywhere
Conversational AI	: Google Dialog Flow, Microsoft LUIS, Twilio
Chatbots	: WhatsApp, Microsoft Teams, Slack
Scripting	: JavaScript, VBScript, Python
Database	: MySQL, MS SQL
Web Technologies	: HTML5, CSS, PHP
Analytics	: Power BI, Tableau, BotInsight
Document Processing	: IQBot, OpenCV, Tesseract

Certifications & Achievements

- **Automation Anywhere**
 - Certified Advanced RPA Professional **A2019 & V11**,
 - Robotic Process Automation Program Manager
- **EY RMS Hackathon 2020** – 3rd position
- **Microsoft Automathon 2020** – Speaker and represented Automation Anywhere

Experience

Customer Success Architect - Automation Anywhere

August 2016 – Present

- Working with the **U.S** team & supporting worldwide teams (on custom solutions).
- First in the organization-wide to develop multiple outside the box solutions.
 - A solution combining **WhatsApp + NLP + PHP(Website) + Automation Anywhere V11** with **Work Load Management**.
 - **GitHub** Solution for **CI/CD** of the RPA bots.
 - Showcasing data of multiple **Control Room** in a single Dashboard (**BotInsight + Power BI**).
 - **AML** solution using **python, tesseract, REST API, IQBot, RPA**, and **Bot Insight**

- **WhatsApp + NLP + Website + IQBot + Python + BotInsight & RPA (A2019)** – Automated Loan Application process
- Initiated the Digital Workforce implementation for the HR department.
- Created Bots to perform website testing including but not limited to security, page speed, removing presence of obsolete URLs in google search.
- Working closely with customers to prepare Process Definition Document (PDD) & Solution Design Document (SDD).
- Delivering Proof of Concept (POC), contextualized demos, and an end-to-end solution in **Intelligent Process Automation** (IPA) through the use of innovative approaches and technologies.
- Setting up RPA Best Practice considering re-use, scalability, and reliability.
- Conducted **Bot-a-thons, Build-a-Bot sessions**, business reviews and proactively suggested solutions to common customer challenges on improving current quality processes, standards and practices.
- Coaching customers by helping them identify RPA champions and train their teams to make them increasingly self-sufficient.
- Liaising with Product managers to enhance the product based on customer reviews and market research through bi-monthly meetings thus leading to the addition of **9** new features.
- Engage in product release cycles to promote new releases & provide feedback on the product roadmap.
- Support end-to-end sales activities as part of the Pre-Sales Team & create strong value propositions that is significantly leveraged in driving additional business.
- Team Management skills including leading a team of **12**, managing project team members directly, and indirectly reporting to me.
- Built the initial team from **2** to **18** members along with setting up the product-related training and personal growth plan for every team member.
- Implemented Agile Methodology with business analysts during the development and implementation phases to ensure that acceptability criteria are being met.

Founder – INI Labs

January 2016 – August 2016

- Created **3** custom ERP solutions which included POS, Inventory management, Employee management with custom barcode integration.
- Authored solution for online service booking of two-wheelers integrated with google maps, admin panel, and user area to view all the details and history.
- Prepared a **real-time** video chat application.
- Created an **Android** mobile App to detect an accident in real-time.

Senior Systems Analyst - Sonata Software

August 2015 – January 2016

- Lead and mentored a team of **7** developers.
- Worked extensively on the e-commerce website.
- Developed modules in (**PHP, HTML5, JavaScript, CSS3**) to automate the smooth flow of the order process based on the point system and purchase process thorough various channels.
- Refactored website code improving the speed by **3+** seconds for every web page.
- Maintained sole-ownership of **3** modules – Logistics, Omni Channel, Order Process/Return.
- Discussed, analyzed, and strategized product design with Business Managers.
- Implemented 3rd-party Logistics **REST API** integrations with FedEx, DHL, etc.

Technical Lead - Technsoft Innovative Incarnation

October 2014 – August 2015

- Lead a team of **15** people from various disciplines.
- Database design and architecture with creating complex **MySQL** query optimization.
- Interacted with business stakeholders, requirement gathering, and analysis.
- Converted business requirements into technical requirements.
- Programmed solutions in PHP, HTML, CSS, JavaScript.
- Wrote **REST API** for Client-Server communication & validations using JavaScript.
- Used **Agile** Methodologies that encourage stream work, self-organization, and accountability.

- Wrote multiple complex queries in **MySQL** to interact with the **RDBMS**.
- Used Agile methodologies that allow for rapid delivery of high-quality software, and a business approach that aligns development with customer needs and company goals.
- Interviewed prospective employees and mentored junior software developers.

Software Engineer - Treewalker Technologies

July 2012 – October 2014

- Worked directly with the SE from AT&T for their product Safe-Cell Mobile App.
- Extensively worked on subroutines for different APIs using REST.
- Extensively used JavaScript with Ajax to populate data through the concept of lazy loading.
- Involved in all phases of **SDLC** of the product from conception to implementation.
- Requirement gathering, feasibility study, analyze, design, and write new components.
- Integrated **Google maps** and **Facebook API** during development.
- **MYSQL** Database Architecture and Administration.
- Integrated **payment** system using **PAYPAL** Direct Pro and **PAYU** Money.
- Delivered **10** projects Single-handedly.
- Served as backend lead developer on the Interactive Content.
- Created Facebook app which ran within FB and used different logic and algorithm to provide the result for users which reminded of their old memories.

Assistant Manager - ICICI Securities

June 2011 – June 2012

- Leading efforts across understanding clients' requirements, analyzing the finance condition, and converting them to effective business for procurement and account receivables.
- Handled corporate/ priority relationships of the bank with the accountability of building relationships & achieve repeat/referral business by providing complete support.
- Played a key role in assessing current performance, processes, and services and providing recommendations regarding process improvements to maximize customer satisfaction.
- Looked after proprietor trading, HNI's broking and advisory, IPO, and Mutual fund distribution with a handful of experience in derivative trading.
- Sold the first and highest value LLP product worth **2.5 million** INR.

Education

- Bachelor of Engineering (B.E) in Computer Science & Engineering (CSE)
- PES Institute of Technology, Bangalore, 2011