**GAGAN KATHURIA**

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**Summary**

Degree holder in commerce from Delhi University. I am a business analyst with experience in Automation Anywhere and UiPathStudio tools, an expert in the field of Project and change Management and Business Process Automation. A learning enthusiast in Machine Learning. Currently working for Genpact as RPA Business Analyst & Project Manager for a US client. I have 7 years of varied experience in RPA, exposure to languages like VBA and Python. Earlier experience in operations, PTP (Accenture) and SCM (Ericsson) gives me a deep understanding of the processes.

**Core Competencies:**

* Excellent analytical, problem solving and organizational skills.
* Strong verbal and written communication skills
* Ability to implement business needs into technology
* Outstanding abilities to work in a team environment and handle responsibilities
* Superior presentation skills and report drafting abilities
* Familiarity with collecting, and compiling business data and drafting reports
* Experienced in IT project planning, effort estimation, delivery execution and client interactions.
* Rich experience with trouble shooting the issues with automated process and provide quick response & solution.
* Strong analytical & problem-solving abilities with quick adaptation to new technologies & methodologies.
* Well versed with MS Office and other Microsoft technologies such as VBA and macros.

**Professional Experience:**

**RPA Business Analyst**

**Genpact**

**Feb 2019 – Present**

* Stakeholder management
* Creating Business Case and ROI for client approval
* Responsible for implementation of Automation solutions using SDLC: Identifying automation opportunities, gathered requirements, implement, test and deploy targeted automation solutions using industry leading RPA
* Analyze the propose change and apply KRAC approach
* Gather customer’s business requirements and document them for RPA teams to deploy automation projects in an optimal manner
* Work with On-Shore and Off-shore Teams to ensure deliverables are smoothly achieved on time
* Work closely with Process SME’s to translate process in **to Process Definition Document** (PDD) and educate SME’s to work with bots in production
* Work closely with Solution architect for Solution Design Document (SDD) preparation
* Conducting clients’ meetings, understanding and integrating their business needs into technology
* Working closely with development team and testing software releases
* Ensure development/change process is followed

**Team Business Analyst**

**Airtel**

**July 2016 – Dec 2018**

* Delivering multiple RPA projects on Uipath in capacity of Business Analyst and Project Manager.
* Track commercials of project and interact with developers and ensure delivery stays on track.
* Client management and stakeholder management
* Interface with client’s cognitive technology team to implement AI and ML based projects to ensure RPA in downstream can be executed.

**MIS Executive**

**Ericsson**

**May 2015 - Jul 2016**

* Working in the SCM department
* Clearing the requests from warehouses
* Creating GRNs
* MIS reporting for the team

**Analyst**

**Accenture**

**April 2013 - Nov 2014**

* Vendor Reconciliations
* Query(Internal/Client reported) management
* Completing weekly payments runs
* Interacting with client over emails for query resolution
* Knocking off invoices to respective pre-payments

**Certifications and Achievements**

* Certified RPA Business Analyst – UiPathStudio
* Genpact Gold Award – Exemplary performance
* Kudos award (2017) for successful completion of Robotics (POC) at Airtel.
* Silver Award/Certificate of Appreciation (2017) for Query Management Tool testing.
* Champions Trophy, best AP Team across Accenture (India) for the Year 2014.
* Numero Uno award for extraordinary performance in Reconciliations and Client Reporting at Accenture.

**Academics**

B.Com (Pass) from Delhi University

Graphic and Image editing course from MAAC (Photoshop/Apple FCP/CorelDraw)

MS - OFFICE (Excel and PowerPoint) short term course from NIIT

**Technical Skills**

Advanced knowledge of MS Excel MS Power point, MS Word, MS Outlook

Automation Anywhere, UiPath