Abhishek Mahant

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EXECUTIVE SUMMARY

Abhishek is a **go-getter**, **high-achiever** and **self-motivated** senior **RPA professional** with five years of hands on experience in automating End-to-End processes for Enterprise Resource Planning (ERP), BFS, Automobile & Healthcare domains using latest **RPA tools** like **Automation Anywhere & A2019** (Cloud) Abhishek has the ability to perform **independently** but believes that nothing can be achieved without the help of the TEAM. Abhishek is an easy going individual, passionate about technology and have natural curiosity to learn more, **solution oriented** and known for his ability to match technical solutions to business needs. He always approached challenges with a 'can-do' attitude and a **positive mindset**.

PROFESSIONAL SUMMARY

- **Successfully** executed multiple **automation projects** ranging from **bot development**, **integration** with third-party product implementations, **migration & upgrades**, **post-production** support, infrastructure setup, **feasibility** study for automation across multiple processes.
- **Analytical professional** with ability to **analyze** a process and provide recommendations to improve the process workflow and **optimize automation** solutions.
- **Collaborated** and supported **cross-functional** teams like IT Services (Tech-Sales), Human Resources (HR) by designing & executing Pilots/ Proof-of-Concepts (PoC) for automation processes based on their specific requirements.
- **Implemented** and delivered full RPA program life cycle for multiple projects using **Sprint/Agile methodology** and ensured automation roadmap is delivered on time.
- **Experience** in mapping out **workflows** for **decision logic**, identifying potential bottlenecks for flawless **implementation**/deliverables.
- **Strong commitment** to team environment dynamics with the ability to contribute expertise and follow leadership directives at appropriate times.
- **Efficiently** monitored programmed bot runs, provided scheduled reports and always met the **defined SLA's.**
- **Competently** provided proactive technical support for failed/long running/jobs on priority basis to eliminate delays in scheduled bot runs.
- **Identified KPI's** for solution validation with business and Project managers.
- **Partnered** with **Pre-Sales** teams for **presenting product features**, technical/ **end user functionalities** to potential external/internal customers for new business/projects respectively .

TECHNICAL SKILLS

- ***RPA Tools:*** Automation Anywhere (AA) (v10.7 – v11.3), MetaBots, IQBot, Bot Insights, UI-Path, A2019 (Cloud Version of AA)
- ***RDBMS Databases*** : MySQL, MS SQL Server, PL/SQL , MongoDB & Oracle
- ***Application Programming Languages***: .NET framework, VB Script, XML, HTML, PowerShell, Python, JAVA, JQUERY, Pro*C, C++, Visual Basic (VB), VBA

- ***ETL Tools:*** Microsoft Business Intelligence (SSIS, SSAS, SSRS), Oracle Warehouse Builder (OWB)
- ***Testing Tools:*** HP- Quick Test Professional (QTP), Selenium
- ***Project Management Tools/Methodologies:*** Waterfall, Agile, JiRA (Agile)
- ***Business Modelling Tools:*** MS Visio, Draw.io
- ***Microsoft Office:*** Word, PowerPoint, Excel, Sharepoint

WORK EXPERIENCE

Volkswagen IT Services (VWITS) India Pvt Ltd.   **Sep 2019 – Present**

VW IT Services India is the internal division of the VW Group offering digital solutions, application development, Robotic Process Automation and product innovation. VWITS manages E2E delivery, technology competencies, software assistance and process automation resources for the mobility domain. VW IT Services India has been successfully supporting development, sales and delivery for VW brands in all markets.

Senior Software Engineer
Meticulously *implemented strategic Robotic Automation initiatives by delivering seven (7) bots in a short span of fourteen (14) months using Automation Anywhere control room , Bot Creators and bot runners. Reduced 40% of the*

operational costs by workflow optimization, created re-usable modules for developers and automated front- and back-office operations. Making sure teams do more business by doing the less of the routine tasks.

- **Outline end-to-end (E2E) robotics process automation** strategy, assess existing processes and evaluate automation feasibility and define infrastructure needs for RPA implementations
- Working with clients/teams to create **Process Design Instructions (PDI), Technical Design Documents (TDD),** architecture solution diagrams to ensure **consistency and continuity** across multiple RPA deliveries.
- Successfully **optimized** bot development by designing & executing bot framework tasks, coding standards and code analysis with Center of Excellence (CoE) team.
- **Developed & integrated** a **universal bot** that included **chat bot**, RPA bot and Automated ticket creation tool.
- Played a key role in designing and integrating a **disaster-recovery/High Availability (HA)** control room at the Data Center to cover outages and low bandwidth issues.
- **Proactively** create sprint plans, Develops and set the project objectives, scope, and timeline based on the complexity of the process
- Identify the **cause of deviations**, escalate delays and unresolved issues related to Infra setup, technical issues, business change requirements etc.
- Creating E2E test strategies and test cases for validating RPA solutions/bots
- Adapting and **learning** new product culture using AGILE methodology by using tools like JIRA.

Genpact India Pvt Ltd.   April 2018 – August 2019
Genpact is a global IT professional services firm that makes business transformation real. They drive digital-led innovation and digitally-enabled intelligent operations for their clients, guided by our experience running thousands of processes primarily for Global Fortune 500 companies.

Software Engineer
*Successfully designed and delivered robotic automation initiatives for Eight (4) bots using Automation Anywhere. Implemented these bots in various domains like Finance- Real time monetary transactions, Health, FMCG – Retail. Also created bot **visualization summaries** by using bot insights from Automation Anywhere.*

- ***Planned & executed*** *Proof of concepts (PoC) using IQ bots to extract data from different formats of PDF.*
- ***Effectively*** *completed the development of a bot with complex design to handle inflow of **5000 workflows** flawlessly on daily basis in SAP.*
- *Prepared Functional design documents (FDD), Technical design documents (TDD), Test cases etc., for applications like SAP, (Record to report), Microsoft (Outlook, Excel) etc.*
- ***Designed*** *& implemented end to end automation solutions for clients as per their requirement which involved **feasibility study, designing architecture**, development, testing and deployment of automation.*
- ***Brain-stormed*** *with team members on new ideas, projects, and complex challenging scenarios, troubleshooted issues and provided valuable suggestions/recommendations to internal/external teams and implemented or coordinated approved course of action.*
- *Participated daily in Sprint ceremonies, presented Sprint Demo's, prepared UAT environment and executed user acceptance testing for all the projects.*

Cyber Group India Pvt Ltd.   Nov 2016 – April 2018
Cyber Group offers customized Salesforce solutions as per their client's requirements. They work closely with the clients throughout the entire process and offer solutions for a myriad of challenges. While they focus on Salesforce, their history is around application development across a wide range of platforms.

Associate Software Engineer-ETL Developer
Efficiently worked on billing software system and dashboards for financial companies (e.g. Hedge funds). Flawlessly maintained the process of extracting, transforming and loading (ETL) data in data warehouse, for multiple vendors using Microsoft Business Intelligence (MSBI). This information was then conceived for analysis, reporting and strategic decision making.

- *Imported data from files (format: XML, TXT, XLS, PDF etc) coming from custodians, vendors including WSO and Geneva data.*
- *Worked within project planning constraints, communicating project risks and issues to the delivery/Project manager accordingly and providing solutions and inputs to the change control process*
- *Effectively **normalized and analyzed** the data by creating graphical representation / reconciliations in Sql Server Integration and Reporting Services (SSIS, SSRS).*
- *Automated routine tasks using Automation Anywhere, thereby reducing - manual intervention such as Monitoring the Process.*

- *Efficiently conducted sessions for peers and new team members.*
- ***Productively*** *managed* **onsite-offshore** *model including 24*7 rotational shifts with on call responsibilities.*

NIIT Technologies.   Jan 2016 – August 2016

NIIT is a leading global IT solutions organization, enabling its clients to transform at the intersect of unparalleled domain expertise and emerging technologies to achieve real-world business impact.

Software Engineer Trainee
I was involved as an individual contributor to the project with platform delivery team of finance domain Created queries, procedures, triggers to Extract data and transform.

- Migrated Data in 3 Levels (Trans A , Trans B , Trans C) by creating procedures and Oracle data warehouse Builder tool (OWB)
- Created user citations to relate the technical changes to business counterparts and ensured customer satisfaction.
- **Proficiently analyzed** client's functional/business requirements and finalized the technical specifications and documents.
- Designed unit **test cases** & efficiently performed quality checks for unit test procedures.

EDUCATION

- **Bachelor's in Computer Application (BCA)** – GGSIPU* – Delhi.
- **Master's in Computer Application (MCA)** – GGSIPU* – Delhi.
- **Automation Anywhere**® *Advanced certified* RPA Professional
- **Automation Anywhere**® *Master certified* RPA Professional
- **Quick Test Professional (QTP)** – Certification (Manual Testing)
- **Automation Anywhere**® - Enterprise A2019 (Cloud) – *Certification In-progress*

*GGSIPU – Guru Gobind Singh Indraprastha University

AWARDS & RECOGNITION

- *TREND SETTER AWARD – 2019* – Providing Continuous Improvement feedback/suggestions.
- *THAT EXTRA MILE AWARD - 2018* – went over and above the current commitments to deliver customer deadlines