

## Saransh Bhatia

Delhi, India

Email: [saranshbhatia@gmail.com](mailto:saranshbhatia@gmail.com) Mobile: +91-8768809055

Work Ex-88 Months



Digital  
Transformation  
Consulting

Intelligent  
Automation

Automation CoE  
Setup

Project  
Management

Process  
Reengineering

100+ FTE  
Benefits

**SUMMARY:** I am working as **Management Consultant** at **Accenture Strategy** since **August 2018**. Prior to joining **Accenture** I worked as **Associate Project Manager-RPA** at **United Health Group**. I was also part of the **Wipro's Young Leaders Program (YLP)** where I got the chance to work on **multiple consulting engagements** and projects. I am hardworking, energetic and give my 100% in every task. I am a management professional who has experience on working on many consulting engagements for multiple domains and clients. I have worked with **US, AAPAC and European Clients in BFSI, Healthcare, Retail and Resources practice**.

### EDUCATION

Year	Degree	Board/University	CGPA/Percentage
2016	M.B.A.	IIT Kharagpur	8.19/10
2011	B. Tech (ECE)	GGSIU University, Delhi	78.40%

### WORK EXPERIENCE

88 Months

#### Post MBA(Work Ex)

55 Months

#### Management Consultant

Accenture Strategy, Gurgaon

Aug'18- Present

- Consultant for **Accenture's Capability Network Intelligent Automation team**-Resources Line of Business and is working on **Digital transformation** consulting projects
- Primary role involved focusing on heart of customer issues, diagnose problem areas, design innovative solutions using process reengineering or automation and facilitate deployment resulting in client delight
- **Engaged in setting up of Centre of Automation** handling **25 automations** for a big Power Company in NA
- Automated processes thus saving **16 FTEs** cost
- **Engage with key stakeholders** to Identify Processes for Improvement & further analysis
- Worked as a **Program Manager** for one of the big utilities Majors of North America for its RPA opportunities across different streams
- Involved from **discovery to designing and implementation of Bots across multiple streams**
- Conduct solution/product demonstrations, **POC/Proof of Technology workshops** and prepare effort estimates which suit the customer budgetary
- **Process Architect and Offshore project manager** for **Digital Transformation through intelligent automation** project for Mid-West NA Utility Major
- **Follow agile delivery model and ensuring standardization** of processes and documentation
- Develop **value-creating strategies and models that enable clients to innovate, drive growth and increase their business profitability**
- Successfully implemented Process automation project leading to **~35000 hrs. of FTE time savings** for the client
- Actively lead the **Discovery of Automation opportunities exercise, creating Business Case, performing complexity assessment** for processes identified for automation and engaging **end to end Intelligent Automation project lifecycle from Design to Deployment and then to sustainment**
- Helped in creating **Customer Lifecycle Value** model for a big Spanish utility client as a POC thus decreasing churn by nearly **10%**
- **Process Reengineering and redesign** of processes for a Utility client leading to efficiency improvement by **~40% and AHT improvement by 2 mins per case**
- **Offshore Project Manager** for one of the **RPA engagement** and Involved in End to End deployment of solution using **Agile Methodology and managed team of 12 people**
- **Involved in Identifying Automation Opportunities in FAO and Customer Service domain** for a North American Energy client
- **Working on identifying potential use cases for RPA, AI and Cognitive RPA**
- Worked on a consulting POC on **fraud analytics for one of the big North American utilities firm**. Used Logistic Regression for identifying the probability of potential fraud based on clients billing payment pattern thus helping in Revenue utilization of **\$22K**
- **Enabling transformation journey of clients through identifying pain points of the clients and identifying potential areas for process improvement**
- Helped in doing intelligent automation by building **AI Model** for reading the Invoices using **Power Automate AI Builder** functionality
- Contribute in the **business development** by creating **RPA RFPs, SOWs, process complexity, proposals etc.**
- Perform **root cause analysis on failure of Bots** along with development team
- Ensure timely delivery of solution, coordinate sign off on Project documents, creation of test scenarios and performing integration testing along with Testing team
- Also involved in identifying issues by looking **at automation runs and looking at logs in the Blueprism tool**

<ul style="list-style-type: none"> <li>Involved in taking <b>coaching session</b> for internal and client teams on <b>RPA and Process designing</b></li> <li><b>Won 2 Above and Beyond awards for Intelligent Automation projects</b></li> <li>Involved in <b>developing proposals &amp; go to market solutions</b> by owning parts of the proposal document and by giving inputs in solution design based on areas of expertise</li> </ul>		
<b>Associate Project Manager-RPA</b>	<b>UnitedHealth Group(UHG),Gurgaon</b>	<b>Jan'18- Aug'18</b>
<ul style="list-style-type: none"> <li>The Role involved working as part of <b>Intelligent automation</b> team as Process Reengineering Consultant and handling of RPA projects as <b>Project Manager</b></li> <li>Involved in <b>discovery of process improvement opportunities</b> in UHC area of UHG</li> <li>Performed <b>Cost Benefit Analysis and prepared the Business Case</b> for UHC team with based on applicability of process reengineering, RPA, OCR, Chatbots and Artificial Intelligence</li> <li>As a project Manager <b>managed 5 RPA projects</b> in various stages on UiPath and Openspan platforms</li> <li><b>Benefit realization</b> for client in range of <b>75000\$ using RDA</b></li> <li><b>Reengineered</b> resolution process by removing lean tenet thus reducing <b>AHT by 4 minutes per case</b></li> <li><b>Successfully completed and deployed 2 RPA projects and 1 RDA project</b> with <b>8 FTEs savings</b></li> <li><b>Took training classes for 15 members of the operations team on RPA</b></li> <li><b>Managed a team of 12 people for multiple process redesign and intelligent automation projects</b></li> </ul>		
<b>Assistant Manager- Process Excellence &amp; RPA Consultant</b>	<b>Wipro, Delhi</b>	<b>Jun'16-Jan'18</b>
<ul style="list-style-type: none"> <li>Involved in End to End Cycle of <b>Intelligent Automation</b> projects from <b>RFP Stage till deployment stage</b> for multiple process improvement projects</li> <li>Successfully delivered <b>15 FTE</b> benefits for multiple BFSI clients <b>using Intelligent Automation as a lever</b></li> <li>Worked as <b>Intelligent Automation consultant</b> for a BFSI client, delivering <b>FTE benefits of 33 FTEs</b></li> <li>Improved <b>TAT by 50%</b> by performing <b>process automation</b> for one of the big financial client</li> <li><b>Due Diligence project for identifying the automation potential for one of the big electrical equipment firm. The project involved studying close to 150 processes across FAO space and identifying automation opportunities and building RPA pipeline of 75 FTEs</b></li> <li>Went on <b>work Permit to Malaysia</b> and worked on <b>Intelligent Automation</b> consulting projects for two big Malaysian banking clients</li> <li><b>Successfully completed the RPA POC for one of the big Banks of Malaysia.</b> This involves working on <b>AS-IS process map, TO-BE and creating Keystroke documentation</b> for building the automation solution using <b>Automation Anywhere</b></li> <li>Involved in <b>conducting RPA workshops for client and performing high level process assessment for identifying potential automation opportunities</b></li> <li><b>Prepared Solution Design Documents, Process Maps, Contributing in TDDs, Release Notes, Bot Scheduling and Planning, Business Case creation, Creating Test Cases, Training Manuals for Client partners</b></li> <li>Worked with Presales team in <b>creation of RFP responses for Intelligent Automation solution</b></li> <li>Created a <b>centralized Audit planning tracker</b> which helped in efficient Audit planning and helps in identifying accounts where criteria's are not met</li> <li>Performed <b>data analysis</b> of audit findings using <b>Tableau and Excel</b> and presenting findings to higher management thus leading to faster closure of audit findings</li> <li>Conducted <b>Lean project</b> on reduction of time to conduct Audits by <b>reducing time from 6 hours to 3 hours</b></li> <li><b>Improvement of Productivity from 65% to 90%</b> for one of the big KPO client</li> </ul>		
<b>Pre MBA(Work Ex)</b>		<b>33 Months</b>
<b>Quality Assurance Engineer</b>	<b>Amadeus Labs, Bangalore</b>	<b>Nov'13- May'14</b>
<ul style="list-style-type: none"> <li><b>Analyzed business requirements</b> and creating efficient test plan and testing strategy</li> <li>Interacted with Clients and agents for <b>requirement gathering for selling connect platform</b></li> </ul>		
<b>Associate Quality Assurance Engineer</b>	<b>Fidelity Investments, Bangalore</b>	<b>Sept'11-Oct'13</b>
<ul style="list-style-type: none"> <li>Quality Analyst Engineer for <b>Fidelity Investments Life Insurance Team</b> for Deferred Income Annuity (DIA) product.</li> <li><b>Analyzed requirements</b> for new product launched for clients New York Life, MetLife, Guardian and Principal</li> <li>Identified <b>Defects and Constraints</b> using database testing methodology (SQL) and raising them</li> <li>Compiled and checked the consistency of data of various customers using these Feeds and reports</li> <li>Created a <b>centralized defect analysis tracker</b> for all the DIA projects</li> <li>Working through multiple phases of project from <b>Requirement Analysis</b> to dashboard creation and maintenance</li> <li>Contributed to complete <b>Software Development Life Cycle</b> from inception and identifying constraints in advance.</li> <li>Managed team of 3 members of Infosys which was part of the project and working with Onsite team</li> <li>Managed multiple projects end to end right and ensuring effective and timely delivery</li> <li><b>Won 2 Collab Awards</b> and was <b>runner up of Colloqui</b> competition</li> <li><b>Won 2 On the Spot</b> award for excellent work done on project</li> </ul>		

## CERTIFICATIONS & TRAININGS

<b>Certificates/Learning/ Languages</b>	<b>Celonis Certified Analyst</b>	2020
	<b>SAFe Agile Trained</b>	2019
	Microsoft Certified in <b>Introduction to R Programming</b>	2015
	<b>Six Sigma Green Belt and Black Belt</b> Trained by Wipro	2016
	Lean/ITIL Trained by Wipro	2016
	Tableau 10.0 Trained	2016
	Languages- SQL/R	
	<b>UiPath</b> Business Analyst Course	
	Basics of <b>Blueprism</b> tool from Accenture	
	Completed online <b>Automation Anywhere</b> training	
	Completed <b>Power Automate Basic Training</b>	
<b>Intelligent Automation Tool Experience</b>	<ul style="list-style-type: none"> <li>• <b>Blueprism</b></li> <li>• <b>UiPath</b></li> <li>• <b>Automation Anywhere</b></li> <li>• <b>Openspan</b></li> <li>• <b>Power Automate</b></li> </ul>	

<b>PROJECTS AND INTERNSHIP</b>		
<b>Management Intern</b>	<b>Wipro Limited, Pune</b>	<b>May '15 – Jul '15</b>
<b>Project: Building Implementation strategy for Robotics Process Automation (RPA) in Corporate Business Services(CBS) unit</b>		
<b>Business Development</b>	<b>Analyzed</b> major parameters which can be used to identify the scope of automation on focused account	
	<b>Proposed strategy</b> was successfully implemented in the line of business	
<b>Live Project</b>	<b>IVIZ CISO, Bangalore</b>	<b>Sept '15 – Mar '16</b>
<b>Project: In depth study of the specific information security markets</b>		
<b>Business Development</b>	<b>Performed</b> market research, created technology taxonomy, <b>feature matrix</b> , pros and cons,	
	<b>Vendor analysis, readiness assessment, need assessment etc.</b>	