

SUMMARY:

- A decade of experience with an expertise in RPA, Quality Analysis, Business Analysis, Customer relations, B2B & B2C Accounts Receivables, HR and Marketing.
- Experience leading results driven teams that focus on quality and client satisfaction.
- Experience in conducting performance evaluation of customer service agents and collections agents and stack ranking them in Outstanding, Exceeds Expectations, Meets Expectations and Needs improvement buckets
- Experience in setting goals on agents, motivate and coach/train them with appropriate tools and techniques to improve performance of individual agents which result in overall improvement in team productivity.
- Very good experience and understanding on B2B and B2C Collections (accounts receivable) strategies such as courtesy letters, early stage letters/ calls, late stage letters/calls, Service cut off notices, and charging off the accounts to third parties.
- Experience leading the talent acquisition teams and works with them in sourcing the perfect profiles needed per the hiring managers.
- Experienced in life cycle stages of technology implementation including Requirement Gathering, Solution design, GAP analysis, Test Plan Cycle, UAT, and Project Coordination activities.
- Experience in preparing Requirement Analysis Documentation, Training scripts, Functional Documentation & User Training Documents
- Familiar with Oracle R12 General ledger (GL), Accounts Receivable (AR), Accounts Payable (AP), Inventory (INV), Purchasing (PO), Order management (OM)
- Experienced with Social media marketing and international student recruitment, brand promotion, & customer service. Good knowledge on Blue Prism and UI Path (RPA - Robotic Process Automation).
- Experience creating access control interfaces using application modeler for spying the applications to determine elements for automation purposes.
- Implementing Automatable Business Requirements using Blue Prism Process Studio and Object Studio and deploying them VM's (Bots) through control room of Blue prism.
- Very good understanding of Documentation needs for an RPA implementation (Process Definition Document, Solution Design Document, Operational Impact Document, Process Design Instruction and Object Design instruction).
- Good exposure of different automation techniques used for thick client and thin client applications.
- Possess a flexible attitude and comfortable in interacting with multiple levels of organization, management & staff from different locations.

SOFT-SKILLS:

Leadership | Effective Communication | Creative & Visionary - Thinking big picture | Problem Solving | Decision Making | Robotic Process Automation | Cognitive Automation

TECHNICAL EXPERTISE

Project Management	Rational Requisite Pro, Microsoft Visual Studio TFS, Quality Center, Jira, Sharepoint, MS Office, MS Visio, & PowerPoint
Web Development	WordPress, HTML, CSS
ERP	Oracle EBS R12 (GL,AP,AR,INV,PO and OM)
RPA	Blue Prism, UIPath
ATS & VMS	JobDiva, Taleo, IQNavigator, Fieldglass, JobVite, Pro-Unlimited WAND.

QUALIFICATION:

Completed MBA at **International Technological University (ITU)**, San Jose, CA

Workfusion RPA Diplomas:

Automation Essentials: Certificate: <https://www.credential.net/wy7fw7rh>

RPA Express: Certificate <https://www.credential.net/626cx2my>

Intelligent Automation: Certificate: <https://www.credential.net/olyvor5r>

People Management

- Lead the teams consisting of 15 employees.
- Identify process gaps/Issues and create a solution to optimize the process
- Drive efficiency by developing technical strategies to improve overall customer experience
- CRM Implementation & Robotic Process Automation
- Identify pain areas of existing CRM application and develop processes to eliminate them.
- Conduct brain storming sessions to gather requirements from stakeholders of different departments.
- Conducted Gap Analysis and prepared documents of As Is and To Be processes.
- Drive the Brain Storming sessions between stakeholders of different departments to develop new and efficient workflows.
- Provide RPA expertise by including RPA needs to develop a RPA friendly CRM Application.
- Finalize the requirements of all the departments and document the requirements for CRM Implementation.

Robotic Process Automation:

- Identify and document the RPA needs in the new CRM application
- Work with Development team hand in hand to develop Bot friendly CRM application.
- Identify the processes that can be implemented through Robotic Process Automation and Cognitive Automation.
- Create Process Definition Document and Solution Design Document defining Processes to be automated.
- Assist IVR BOT, SMS BOT and CHAT BOT project owners in defining processes that can be automated.
- Environment: CRM,MS Office, Sharepoint, Microsoft Forms, Robotic Process Automation.

Central Business Solutions
Talent Acquisition Manager

Dec 2014 to Oct 2017

- Build and Manage client relationships
- Manage the recruiting teams and work with the recruiting leads to source appropriate talent per the client needs. Conduct final Tech Check's before forwarding the profiles to Hiring managers.
- Coordinate with hiring managers in interviews, on-boarding the candidates, project extensions, FTE conversions and also off-boarding the candidates.
- Work with the candidates on HireRight background checks and guide them in doing it correctly to ensure timely background checks and timely on-boarding.
- Used ATS tools and VMS tools like JobDiva, IQNavigator, Taleo, FieldGlass, Prounlimited WAND and Jobvite.

Semtus, Inc, San Francisco, CA
Tech Advisor

July 2014 to Oct 2017

Project Description # 1: Semtus.com is an international students marketplace aiming to make the international students transition to USA simplified.

- Drove the overall strategy and execution of semtus.com and core product pages
- Responsible for solution design, requirements elicitation and overall project delivery.
- Work with stakeholders to define and implement the Business processes that can be automated using RPA tools such as Blue Prism and UI Path.
- Coordinate with Developers and Testers for smooth project execution.
- Conduct performance evaluation of team leads and stack ranking them in Outstanding, Exceeds Expectations, Meets Expectations and Needs improvement.

Environment: e-commerce, Payment implementation, Wordpress, HTML, CSS and JavaScript, Blue Prism.

Client: ResMed, San Diego, CA
Business Analyst/ (Contract Through Meditech Staffing Solutions)

Jan 2013 to July 2013

Project Description: Create a back-end solution to incorporate current and future promotions for ResMed Online Store (ROS). ROS is a B2B Ecommerce platform for ResMed which specializes in Sleep Apnea products.

- Responsible for gathering and documenting requirements for ResMed Online Store (ROS), defining requirements for the data transfer from ROS to Oracle

- Performed GAP Analysis and derived requirements to enhance the existing system and improve efficiency
- Responsible for daily and weekly communication with the Senior Management with response to project progress and various deadlines
- Assisted in writing test cases, test scripts and the test plans to accomplish the QA process
- Developed and implemented pricing strategies that help sales team in **over 5000 different pricing combinations**

Environment: MS Office, Visio, MS SharePoint 2010, Oracle R12 OM, Windows and HP Quality Center.

Client: Fidelity Investments, Merrimack, NH

Oct 2012 – Dec 2012

Business Analyst (Contract Through Canopy one Solutions)

Project description:

Responsible for identifying and documenting the business rules for a project dealing with global employee data

- Extracted the Business Requirements during various sessions with business leads and tagged all requirements in Requisite Pro, tracing them all the way to the stakeholder requirements.
- Gathered new attribute requirements and derivation logic to document business rules.
- Gathered, analyzed and documented As-Is and To-Be Business Processes.
- Involved in ETL mapping and documentation, creating source to target mapping spreadsheets
- Participated in User Acceptance Testing and ran multiple test cases to test all paths
- Actively involved in defect tracking and defect prioritizing and assigning to development

Environment: MS Office, MS Project, UML, RUP, Visio, MS SharePoint 2010, HTML, XML, SQL, Oracle, Windows and HP Quality Center

Client: Charles Schwab, Austin, TX (Client)

Business Analyst (Contract through Swift Solutions Inc)

Apr 2011 to Aug 2012

Project description:

Responsible for gathering requirements and writing use cases for several projects related to Trading & Analysis of Stocks, Options & OTC's and also a cloud solution for the trading platforms

Roles and Responsibilities:

- Write Detailed Business requirements documents for all the trading and analysis tools of client based application, web based application and Cloud based application
- Determining the use cases and use case scenarios from the business requirements.
- Gathered, analyzed and documented As-Is and To-Be Business Processes.
- Performing document and version management for use case document spread across multiple releases.
- Supporting the Development and QA (Quality Assurance) teams both on and off shore.
- Substantiation of process workflows, use case diagrams, use case documents and traceability matrix documents.
- Extensively used HP Quality Center & MS Visual Studio (TFS) for various test activities such as identification and execution of test cases, defect tracking and fixation.
- Involved in various different testing roll outs such as Regression, Rolling Regression, UAT (User Acceptance Testing)
- Performed GAP Analysis and derived requirements to enhance the existing system and improve efficiency.
- Design the mock-ups and visuals for the requirements
- Liason between thirdparties and the development team during the integration of any third party based tool in the platforms.

Environments: Rational Requisite Pro, HP Quality Center, MS Visio, MS Word, MS Power Point, MS Visual Studio (TFS-Team Foundation Server) 2008 & 2010, Snagit Ver. 8, 9 and 10

THOMSON REUTERS, Hyderabad, India

July 2009 – May 2010

Accounts Receivables - B2B Collections

- Dunning Activities include sending emails, faxes, letters on Past Due accounts requesting payments.
- Handle Inbound and Outbound collection calls from delinquent B2B customers.
- Suspension of services in case of no payments on late stage accounts and reinstates the services after payment.
- Performed dunning process on defaulted legal accounts start to end until the account is sold to third-party collections

Process developer, SME and a mentor, perform financial activities that drove revenue and cross channel partnerships. Ranked as one of the best process developers for performance and peer mentor-ship.

Responsibilities:

Handled inbound collection calls at all due stages, including taking calls at a manager / supervisor level escalation calls. Trained, mentored & assisted agents on the floor

ACHIEVEMENTS AT G.E MONEY SERVICES:

- Promoted From Process Associate to Process Developer on December 1st 2008.
- Part of 360 Degree Champions Team (One of The 12 Best Process Developers of Portfolio Selected For Trainings to Develop Skills Required for The Next Role)
- Part of Escalation Help Desk Team (Pilot Batch) of Collections at Hyderabad

RECOMMENDATIONS

" I have had the opportunity to hire and work with Amar over the last couple of years. Amar has been a critical part of the team and helped us get accelerated traction during our incubation phase.

If you have a tricky operational or product challenge where the path forward is unclear, Amar is your guy for driving momentum and success.

During the time I have worked with him, he is able to adapt to new tools and technology environments on the fly without any hand holding or training. "

From: Haider Rafique - Semtus, Inc - Founder

RECOMMENDATIONS - Excerpts from LinkedIn



Pritha Roy

Director -Sourcing at Central Business Solutions

March 31, 2017, Pritha managed Amar directly

Amar has provided great leadership and it has been a real pleasure to be professionally associated with a consummate professional like Amar! He is very pleasant and easy to work with. Amar is a hard-working, creative professional that brings a lot to any table.

If you ever need someone to deliver under pressure, no slip-ups, just results, Amar is your man!

Highly recommended to all others.



Hubert Chang

Product Manager, Frontend Developer, Problem Solver

September 15, 2014, Hubert was senior to Amar but didn't manage directly

The greatest thing about Amar is that he is entrepreneurial, and approaches issues from multiple angles. When he takes on a task, he will give it his full attention to come up with a solution. Listening to him during Marketing meetings, and watching him enact his ideas was definitely something that any employer should get a chance to see. If you want someone that can comprehend an issue, and use careful consideration when offering solutions, then Amar is your guy!



Srikanth Aiyanala

Assistant Mgr Talent - Deloitte

August 13, 2014, Srikanth was Amar's mentor

We worked along together in GE.I Know him for the last 7 years.Amar is a great person to work with. I know him as a person with good potential in business knowledge, target driven & goal oriented. He has set high performance standards during his tenure with GE. Possess team management skills, leadership qualities, operations management & WFM planning. He works with a planning strategy where in he plan his tasks, outcomes,team & business growth.

STP. i.e. Strategy,Tactics & Process. He prepares this plan before working on any project and draws the potential outcome of the project.