

MOHAMED IRFAN



CONTACT

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LANGUAGES

English

Tamil

STATUS:

Single

PASSPORT:

N9872934

OBJECTIVE

To work in a firm with a professional work driven environment where I can utilize and apply my knowledge, skills which would enable me as a fresh graduate to grow while fulfilling organizational goals.

WORK EXPERIENCE

WIPRO

Sep/2018 - May/2019

RPA Developer & Support Engineer , Wipro Technology ,
Client: Yes Bank, Standard Chartered Bank, Lakshmi Vilas Bank
Chennai, Tamil Nadu.

Ever Blue Building Cleaning Services L.L.C June/2019 -Nov/2020

System administrator & PRO Officer
Dubai , UAE

Responsibilities:

- Worked with Blue Prism tool. We as a team automated ID creation Workflow Engine for a SCB client. We also automated all rule based works for increasing productivity and efficiency of processes.
- Drastically reduced time & efforts (almost 95%) of manual reporting process by making automated reports which was done by integrating Microsoft Excel & Blue Prism.
- These reports were used for bots utilization performance analysis. Supported bots by monitoring and increasing its efficiency on a periodic basis.
- Preparation of PDD and SDD documents for small and medium critically automations.
- Maintain the resource details and create ID for the new resources.
- Prepare data and information for making regular report data analysis
- Prepare and present an overall productivity PPT from Wipro resources to SCB clients.
- Track and close the exit procedure for all the exit employees.
- Ensuring service delivery as per agreed SLA with maximum customer satisfaction.

Key Skills

- Blue Prism
- UiPath
- Java Script
- Python
- Microsoft Office Access
- Hardware and Software
- Network (Beginner)
- Hacking (Termux)
- Digital prototype

Certifications and Trainings:

- Blue Prism developer certification (AD01)
- RPA Developer and Analyst certification from credo systemz

- Ensure high end user satisfaction by conducting regular business wise survey.
- Computer assembling and maintenance.
- Troubleshooting hardware and software problems.
- Installing and configuring the peripherals, components and drivers.
- Installing software and application to user standards.

HELPDESK REPRESENTATIVE:

- Assisted 1000+ users in resolving diverse hardware and software issues.
- Ensured quick resolution of user concerns and escalated more complicated support issues to senior helpdesk representatives and field service engineers.
- Reduced user call back rate by 20% through accurate assessment of root causes of technical issues and implementation of appropriate solutions.
- Earned numerous appreciation for comprehensive technical knowledge and outstanding customer service

EDUCATION

B.E Mechanical Engineering

ACHIEVEMENTS

PATENT: I have applied patent rights for Automatic ceramic basin cleaner .My patent has been published in Indian govt Application Number (201641008150)

INTERPERSONAL SKILLS

- Ability to rapidly build relationship and setup trust.
- Good at team work, can handle work pressure and handle multi tasking and willing to explore and learn new things.
- Self Confidence, Hardworking and positive thinking.
- Willing to learn and adapt to new environment and challenges.

ACADEMIC PROJECT

Design of Automatic ceramic basin cleaner

PERSONAL PROFILE

- Name : Mohamed Irfan A
- DOB : 12- Feb-1996
- Fathers Name : Abdul Gafoor S.A
- Nationality : Indian

DECLARATION

- All Details provided by me are true to be my knowledge. I would be glad to provide any additional information personally. Thank you for your kind attention for walking through my resume.

PLACE :

DATE :

Mohamed Irfan.A

