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| **Work Ex with Kimberly Clark, Société Generale, Accenture, Robert Bosch & iGATE| Professional Excellence | Global Exposure (Work)** | | | | | | | |
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| **WORK EXPERIENCE** | | | | | | | |
| * Over **10 Years** of Information Technology experience in the field of software **design**, **development** & **maintenance** of web, Windows Azure and Windows based applications developed on **RPA** **platform**, **Automation Anywhere**, Blue Prism, UI Path, Machine Learning, Cognitive bots or Cognitive Services/**API**, AI, Blue Prism, UI Path, Work Fusion, **.NET**, **MVC**, Entity Framework and Site Core platform with **SQL**, Oracle and Sybase as the **back-end database**. | | | | | | | |
| **Kimberly Clark** | | **Solution Architect – Robotic & Cognitive Process Automations** | | | | **Sep ‘18 – Till Date** | |
| **Scope** | | * Architect role to lead the Global **Digital Enterprise** Agenda at Kimberly Clark | | | | | |
| **Roles and Responsibilities** | | * Orchestrated and running the **Intelligent Automation Center** for **RPA** & **Cognitive** services | | | | | |
| * Conceptualized, Evangelized and delivered huge benefits for Kimberly Clark using intelligent Automation | | | | | |
| * Defined strategy, team structure, tools and processes mix to deploy these solutions with agility | | | | | |
| * Expertise in understanding new technologies, run quick **POCs** and define **best practices** along with EA | | | | | |
|  | | * Involved in **RFP’S**, **SOW** and **MVP** activities by providing various key technical & functional solutions | | | | | |
| Vendor | | * **Vendor management** and **product support** team engagement | | | | | |
| **Tools & Technology** | | * Full exposure and knowledge of leading **RPA** tools like BluePrism, **Automation Anywhere, Workfusion** and **UiPath** | | | | | |
| * Full exposure and knowledge of leading Microsoft framework languages tools like **.Net, Azure, MVC, SQL, Sitecore, ASP.net, WPF, WCF and Web API’s** | | | | | |
| * Full exposure and knowledge of leading languages like **VB & JAVA scripting, Excel Macros, Objective C, Html, jQuery, Ajax, JAVA, Shell scripting and Python** | | | | | |
| * Developed solutions (use cases like chatbots, brand recognition, and **ML algorithm-based** anomaly detection) and strategy along with process frameworks for the following cognitive technologies * **Conversation** - Microsoft bot framework, API etc. * **Vision**– intelligent OCR and computer vision services from Microsoft, Abbyy, Windows **Azure**, Google & Amazon (**AWS**) * **Machine Learning** – Python libraries along with Azure ML studio to create RESTful solutions | | | | | |
| **Société Generale** | | **Technical Lead – IT Operations** | | | | **Aug ‘14 – Aug’18** | |
| **Scope** | | * Technical Lead for **IT a**nd **Corporate banking** Operations project implementation | | | | | |
| **Roles and Responsibilities** | | * Led industry leading implementation of **.Net & RPA/Cognitive Solution lead** for **IT** management | | | | | |
| * Enabled **80%** of core systems for banking & IT monitoring across technical stack and business processes | | | | | |
| * Achieved near **100% resilient** operations & created a new L1.5 Operations model that delivered common   tasks across functional areas with **50% faster TAT** (Turnaround Time) and **30% lesser costs** | | | | | |
|  | | * Involved in **RFP’S, SOW and MVP** activities by providing various technical &functional solutions * Played as a **Business Analyst** role to gather and convert functional requirements into technical format | | | | | |
|  | | * Developed solutions (use cases like chatbots, brand recognition, and **ML algorithm-based** anomaly detection) and strategy along with process frameworks for the following cognitive technologies | | | | | |
| **Achievements** | | * Achieved **Start of the Quarter** award and won a cash prize of **35,000** in an **innovation** technical competition conducted by **SGGSC** | | | | | |
| **Accenture** | | **Senior Software Engineer – IT Operations** | | | | **Feb ‘14 – Aug’14** | |
| **Scope** | | * Senior Software engineer for IT and Retail Operations project implementation | | | | | |
|  | | * Led industry leading implementation of **.Net, Azure, Sitecore Solution lead** for **IT** management | | | | | |
| **Roles and Responsibilities** | | * Developed solutions (use cases like WCF, Web API’s and **Cloud based algorithm-based** APIs) and strategy along with process frameworks for the following cloud technologies. * Established a monitoring service in Cloud platform with **devops** pipeline. | | | | | |
| **Achievements** | | * Enabled 80% of core systems for Retail & IT monitoring across technical stack and business processes on Cloud platform (Windows Azure) | | | | | |
| **Robert Bosch** | | * Achieved near **100% resilient** operations & created a new L1.5 Operations model that delivered common   tasks across functional areas with **50% faster TAT** (Turnaround Time) and **30% lesser costs** | | | | **July ‘12 – Feb’14** | |
| **Scope** | | * The objective is to optimize and to avoid manual and low value-added tasks performed by the Automobile factory team | | | | | |
| **Roles and**  **Responsibilities** | | * Ensured that the team exceeds delivery on the key KPIs and user satisfaction targets month on month | | | | | |
| * Analytics and Controls integrating IT | | | | | |
| * Consistently delivered **90% SLA** against a target of 80% and achieved 30% reduction in incidents | | | | | |
| **iGATE Global Solutions** | | | | **Application Developer** | **Apr ’10 - July ‘12** | | |
| **Roles and**  **Responsibilities** | | * **Application development** and programming for various banking and IT projects | | | | | |
| * Analyzed & evaluated service requests and **new feature requirements** that **increased revenues** | | | | | |
| **Achievements** | | * **Featured** in the **company magazine** for regularly enabling team to achieve **CS Index** of **9/10** | | | | | |
| * Innovated and achieved **10% reduction** in **analysis time** by devising an **excel and.Net tool** for data | | | | | |
| **EDUCATION** | | | | | | | |
| **Year** | **Degree** | | **Institute/School** | | | | **Percentage / CGPA** |
| 2005-2009 | Bachelor of Eng. | | Jawaharlal Nehru Technological University, Kakinada | | | | 70.81 **%** |
| 2002-2003 | XII – State Board | | Sri Chaitanya Junior college, Visakhapatnam | | | | 84.00 **%** |
| 2000-2001 | X – State Board | | Seventh day Adventist high School, Visakhapatnam | | | | 77.00 **%** |
|  | | | | | | | |
| **ACHIEVEMENTS** | | | | | | | |
| **Achievement** | | | **Runner-up in Emerging Technologies Contest “TECHPULSE”** conducted by **SGGSC** | | | | |
| **Certifications** | | | * **Automation Anywhere Certified Advanced RPA Professional** * **Work Fusion Certified Machine Learning Engineer** * **Blue Prism Developer and Solution Architect** | | | | |
| **Hackathon** | | | * Participated in **Hackathon** conducted by **SGSGC & Kimberly Clark** | | | | |
| **KEY RESPOSIBILITES, INNOVATIONS AND TECHNOLOGY STACK** | | | | | | | |
| **Basic Responsibilities** | | | * Requirement Analysis & Design * Solution Design & Architecture * Development & Unit Testing. * Implementing fixes * Optimized the application code for Performance gain. * Integration Testing * Maintenance & Support | | | | |
| **Technology Stack & key Learnings** | | | * Has extensively worked on Automobile, Retail, Banking, ERP, Muni DSS, Capital Markets, and Retail Verticals with RPA, Automation Anywhere, Excel Macros, Python, TensorFlow, OpenCV, Pandas, Machine Learning, Cognitive Services, Cognitive API, C#, Windows, Desktop, ASP.net, MVC, HTML, JavaScript, jQuery, SQL Server, WCF, Web API, Sitecore, windows Azure, WPF and ASP as the technological base. Around 4.5 years of experience in RPA. | | | | |
| **Infrastructure & Platform Management** | | | * Contributed towards Developing, maintaining and customizing trading data, planning IT, Cux, RPA platform, AI and ML applications, SIGIM and Rapsody. | | | | |
| **Customized In-House tools development** | | | * Designed and developed the below tools. * **Adhoc execution & queue management tool** for **Blue Prism.** * Dynamic **License management** for **Automation Anywhere.** * **Code review tool for Blue Prism.** * Alerts system for bot analytics using **SPLUNK** * **Bots health dashboards using Tableau** | | | | |
| **Innovation & start-up engagement** | | | * Involved in the start-up programs on digital solutions. * Closely worked with the start-ups on enhancing digital platform. | | | | |

**Place: Bangalore** **Name**: **SHANKAR DOKULA**