**ROBOTICS PROCESS AUTOMATION**

**KALAIGIRI SHAHID KHAN**

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**Academic Details:**

* Bachelor of Engineering from Osmania University, Hyderabad (2011-2015).
* Intermediate from Board of Intermediate (2009-2011).
* Matriculation from Board of Secondary Education (2009).

**Professional Experience:**

* Currently working as a “Specialist” RPA Developer at DELL International Services Pvt Ltd, Hyderabad for EMEA regions (2018 NOVEMBER - Currently Working).
* Worked as a “Senior Consultant” RPA Developer at Sutherland Global Services, Hyderabad for EMEA regions (2016 March - 2018 November).

**Skills:**

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| --- | --- |
| * Programming Languages | * C, C++, Dotnet |
| * RPA (Robotic Process Automation) Tool’s | * Automation Anywhere, Blue prism & UIPATH |
| * Database | * Microsoft SQL Server |
| * Web Technologies | * HTML |
| * Operating System | * Windows |
| * Microsoft Office | * Excel, Word and Power point |
| * Domain Knowledge | * Order Management |

**Employer Details:**

* Present Employer : DELL International Services Pvt Ltd.
* Period : Presently working.
* Designation : Specialist

**Detailed Description of Roles and Responsibilities:**

**Dell Order Management Exposure:**

* Managing orders placed for Dell all over the EMEA Regions.
* Communicating with Sales teams and SPL Managers and processing the Orders as per the customer's requirement and the process advised by the Sales Team.
* Dealt with Major Stake holders like Techdata Ingram.
* Handling Complex orders during the time Rebate weeks.
* Facilitate order audits and quality control processes.
* Supported the Team during heavy workflow.
* Been Top in the all metrics for Quarter.
* Liaise with cross-functional teams to drive velocity, backlog management, and order hold rate.
* Worked on different Environments like Microsoft Excel, CSV files.
* Worked closely with the Business Leads for understanding the business process.
* Participated in bringing the new Transitions projects end to end and proactively made it Live to work on the DELL order processing tools.
* Collaborated with the CANCEL & REBOOK team, Online team and PUBLIC ACCOUNT’s team for the work force reductions and making the process to work at easy and acceptable environment by providing MACRO’s and Templates to OP agents for their respective accounts.

**EMEA Order Processing Automation Anywhere Project Exposure:**

**Project Title:** EMEA ORDER PROCESSING

**Description:** The primary goal of the project is to Automate the order processing throughout the EMEA regions using the Automation Anywhere tool. To identify the order processing methods and number of clicks done starting from the requirements, info provided by the customer/Sales and verifying and to checkout process.  Improving customer satisfaction by enhancing quality through error reduction and provide time saving and by lesser employment involved. Robots are designed to ensure high quality products with error free to improve customer satisfaction and provide accurate order processing with short time period.

**Environment: Automation-Automation Anywhere, C# and SQL SERVER.**

* Working on transition projects based on DELL order processing for EMEA regions.  
   Working with Robotics Process Automation (RPA) team in planning and developing  
  proper logic and structure of the program.
* Understanding process requirement and develop/ provide logic solution through  
  Automation tools like (Automation Anywhere).
* Preparing all the required documents (BRD) for Robotics-Automation team for clear  
  understanding the process.
* Collecting and providing necessary input required for the development of software.
* Understand reporting requirements and complexity by reviewing the processes for report generation and the content of key sample reports for client / Robotics-Automation team.
* I have Analyzed the process by myself and I actioned by participating with the development team of creating BOTS and helped the bots to be tested then later deployed and maintained it.
* Uploaded the BOT to perform the automation task.
* Experienced in the Automation Anywhere control room.
* Developing templates required in the process of development.
* Designing database as per the requirements of the application.
* Reviewing coding, and project documentation.
* Participating in meetings to gather the requirements.
* Trouble-shooter – analytical and focused, solving problems as they come.
* Involved in testing the robot.
* Assisting new hires and juniors in developing code
* Ability to quality test & check Automation Anywhere codes built by developers.
* Check the feasibility of Automation Anywhere tool for the Requirements.
* The Dell Order processing workflow incorporates receiving Purchase orders through Offline and Online sources which are routed to various queues for the order processors to process orders/contact Sales team for any issues. The queues are determined as per the segments that are defined by the client.
* The Order processing begins when purchase orders are received into the system through the Offline and online tools namely ORL and GCM respectively
* The Order processor retrieves the Purchase orders from various queues as per segment, verifies the PO requirements and contacts sales team for any issues related to the purchase order
* If all the data is correct, the order processor then generates the order in the order processing tool Dell Sales Application
* PO Requirements include Purchase Order#, Bill to Address, Ship to Address, Ship method, Quantity, Dell Quote #, Ship charges, Payment method(Terms if any), Price of the product, Product description, Company letterhead & logo, customer email address & contact information, Contract code(if necessary) and Tax(if applicable).

**Environment: Blue Prism, C# and SQL SERVER.**

* Designed automation solutions using Blue Prism RPA platform.
* Involved in Setting up the Blue prism development environment.
* Interacting with the Sales and customers through E-mail’s Avaya related to the Order processing Order entry instructions.
* Participating in meetings to gather the requirements.
* Performing proactive research on New Transitions projects and generate reports daily.
* Involved in creating business logic using C# in Blue Prism
* Worked on business requirements, current and future state process designs and translated them into Process flows and Visual Business Objects within the Blue Prism object studio, Blue Prism process studio.
* Experience in managing robot's workloads using Blue Prism Work Queues
* Identified and designed error and exception handling.
* Involved in testing the robot
* Involved in debugging the robot process and list out the errors.
* Involved in scheduling the tasks to repeat as per requirements.
* Designed solutions utilizing RPA best practices and maintain technical responsibility for project delivery.
* Experience in staging and deploying the automation solution into test and live environments
* Ability to quality test & check Blue Prism codes built by developers.
* Involved in implementing Exception handling at each stage by using Recover and Resume stages and a retry count of 3 is maintained to launch the application. If it fails to launch due to network issues or if site is down, then Robot sends an email to corresponding recipients.
* Then Robot is coded in such a way that it enters the data in different web forms as required.
* We are storing and retrieving the data using SQL Server 2014 through code stage in Blue Prism.
* Project phase includes the BP features like Login Agent, Queue Management, Environmental Variables, Session Variables, Credential store, SQL queries & Procedures, VB code, Exception Handling Concepts.
* We have used Error Management for Exception Handling and Case Management for Work Queue Items.

**Roles & Responsibilities:**

* Having 4.5 years of Professional IT experience and in RPA Development projects.
* Experience in Robotic Process Automation (RPA) and expertise in Automation Anywhere, Blue Prism and in UIPATH.
* Experienced in the full Software Development Life cycle. Including gathering requirements, application design and development, documentation, testing and deployment of business process automation using RPA tools.
* Worked within project planning constraints, communicating any identified project risks and issues to the delivery/project manager accordingly and providing inputs to the change control process.
* With Strong willingness and ability to use existing knowledge to rapidly, learn how to develop automated processes using Different Tools.
* Expertise in creating automation tasks in minutes: Record keystrokes and mouse clicks, and use easy, Point-and- click wizards, Control room of AA, Modes of region in BP, UIPATH’s OCR technology.
* Experience in using long running queries, blocking issues.
* Strong technical background and ability to learn new technologies
* Ability to work independently, in teams and meet delivery deadline each day of work and ability to give output inbound time specified to me with the 100% results.

**Interests**:

Having a keen interest in learning, knowing and preparing to get trained on the AI, ML and Data Science.

## PERSONAL DETAILS

DOB : 06-04-1993.  
Sex : Male.  
Marital Status : Single.  
Languages Known : English, Hindi, Telugu.  
Nationality : Indian.  
Passport Number : N3277197.

I hereby declare that the above furnished details are true to the best of my knowledge.

Yours sincerely,

K. SHAHIDKHAN