

Shiva Goyal

RPA Technical Architect

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Result-oriented professional with around 8 years of experience targeting assignments in project execution, with speed-to-skill and diversified background over RPA (specifically Blue Prism) Implementations, governance and optimal designing with Agile ways of working. I bring a proven track record of end-to-end project execution spanning diverse industries such as Banking, Finance, Telecommunication, FMCG, Insurance, and Manufacturing. My expertise encompasses Project Planning, Business Requirement Gathering, Business Analysis, Impact Analysis, Software Development, and proficiency in Scrum with Agile Methodologies.

Skills

RPA Blue prism tool, Decipher

Expertise in .Net and SQL

Exposure to UiPath and Power Automate tool

Exposure to Java Script, HTML, CSS and Python

Well versed in GIT, TFS and SVN version control

Coordinating Process Discoveries in Centre of Excellence

Troubleshooting technical issues

Workato tool for AI-driven Integration and Automation

Certifications

Blue prism AD01 Developer Certification

Blue Prism ASD01 Solution Designer Certification

Ui Path Advanced RPA Developer

HTML5 certified from Microsoft

IBM Watson Chat Bot Development

Work History

2021-10 –Current

RPA Technical Architect

EXL Service Pvt Ltd, Pune, Maharashtra

- Formulated and executed RPA strategies, leveraging cutting-edge technologies to automate complex business processes. Applied a strategic approach to enhance efficiency and streamline workflows.
- Mentored the team for managing Application Development, understanding Integration requirements & preparing technical specifications and assisting in Production Release to help organization achieve technology excellence at the lowest overall cost.
- Steered continuous efforts towards achieving an improved Service Quality, System Stability, Team Productivity, Customer Satisfaction & Project Profitability; guided and motivated the team to deliver better quality results under stricter timeliness.
- Collaborated with cross-functional teams to align ServiceNow and RPA initiatives with organizational objectives. Facilitated seamless integration between AI technologies and existing systems.
- Successfully managed the seamless migration of the project from Internet Explorer to Google Chrome, enhancing compatibility and performance.
- Collaborated on utilizing the Workato tool for the seamless integration of diverse external APIs.
- Successfully upgraded Blue Prism version 6.8 to Blue Prism 7.1 version.
- Optimized solution for RPA COE cut down resource requirements from 15 Bots to 2 Bots.
- Created reusable automation framework and reusable libraries with data externalization for RPA implementation.
- Actively mentored and supported colleagues from diverse international backgrounds, facilitating their successful RPA journey and fostering cross-cultural knowledge exchange for improved project outcomes.

2020-08 –2021-10

Senior Software Developer

Birla soft Pvt Ltd, Pune, Maharashtra

- Designed Blue Prism Process using K2 tool that involved human in the loop.
- Optimized solution for RPA COE cut down resource requirements from eight Bots to four Bots.
- Working closely with Onsite coordinator and Business analyst for requirement gathering and change requests.
- Completed process handover of two projects to support team.
- Exposed Blue Prism process as a web service to consume by a Chatbot.
- Migrated various process from Blue Prism 6.4 to 6.9 version successfully.

2019-11 – 2020-08

Senior Member Technical

Automatic Data Processing Inc., Pune, Maharashtra

- Worked on RPA Governance Framework, Development Standards, Acting as a Design Authority Committee member.
- Responsible for developing solutions right from discovery to deployment.
- Actively involved in interacting with Business, Requirement Gathering, and Stakeholders.
- Created multiple timesaving methodologies for entire the team: Auto filling of Review Checklist, Auto Review Development Quality, Custom HTML Email Framework, and Custom Exception Handling Email Framework.
- Ensuring opportunities are implemented in the right way and the Solution Design document provides the most appropriate technique for delivering Blue Prism processes to mitigate risk by providing the earliest possible visibility to potential issues

2015-09 - 2019-10

Systems Engineer

Tata Consultancy Services, Pune, Maharashtra

- Key Developer of a team for a Major Shipping Client, responsible for creating automation solutions from PDD
- Managing a team of 5 developers across multiple locations along with daily development activities
- Development of RPA solution using TCS RPA IP tool and Blue Prism
- Automated Web-Based, Java-Based, Mainframe, Desktop based applications using automation tools.
- Conducting live Demo's with internal and external stakeholders, explain the product in detail both from a technical as well as a business perspective.
- Conferred with existing and potential customers to assess requirements and propose optimal RPA solutions.
- Provided Exception handling at every possible scenario for robust error-free development. Worked closely with Process SMEs to translate process into Process Definition Document (PDD) & Solution Design Document (SDD) and educated SMEs to work with Bots in production.

Education

2011-08 - 2015-08

Bachelor of Engineering: Computer Science and Engineering

Technocrats Institute of Technology - Bhopal, Madhya Pradesh

2009-04 - 2010-04

HSC: Mathematics And Computer Science

Jawahar Navodaya Vidyalaya, Ashok Nagar - Madhya Pradesh

2007-04 - 2008-04

SSC: Mathematics And Computer Science

Accomplishments

- Awarded with highest recognized award in ADP as INSIGHTFUL EXPERTISE for RPA Governance Body Set up as PRB (Design Authority Committee and Peer Review Board and for the complex project delivered within the expected time.
- Received appreciations from both Management & Client for excellent performance (The Best Performer Appreciation mail for last 6 Consecutive years).
- Offer comprehensive training in RPA using Blue Prism, equipping professionals with the skills and knowledge to leverage these technologies effectively.
- Star performer award in TCS for the contribution during the critical phase of the project.
- On the spot award from peers in appreciation of delivering the project well in advance.
- Certification of appreciation for the participation in CSR program from TCS.