Gokkul Kumar VD

Automation Analyst

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Enthusiastic Process automation analyst eager to contribute to team success through hard work, attention to detail and excellent organizational skills. Clear understanding of process and requirement and training in necessary skills. Motivated to learn, grow and excel in automation field.

Skills

- SQL
- VBA
- Python
- Pandas
- Excel
- PHP
- HTML/CSS
- Statistics
- RPA (UI Path)

Work History

2018-01 - Current

Process Automation Analyst

Swiggy, Bengaluru, Karnataka

- Maintained, debugged and optimized automation programs.
- Performed gap analysis procedures and detailed data reviews to optimize implementation.
- Analyzed customer care agents productivity.
- Followed up with external contractors, project owners and other stakeholders to gather information and resolve issues.
- Used python and SQL to automate the reports and create live dashboards.

2016-08 - 2018-01

Analyst

ANZ, Bengaluru, Karnataka

- Reconciled accounts, managed audits and updated financial records with remarkable accuracy.

- Managed complex problem-solving for upper management in order to complete projects on-time and within budget.
- Analyzed figures, postings and documents to maintain accounting program accuracy.
- Compiled budget figures by reviewing past budgets, evaluating estimated income and assessing expenses.
- Automate the repeated task using VBA

2016-01 - 2016-06

CSR
OLA, Bengaluru, Karnataka

- Created and presented real-time reports on current market conditions to upper management.
- Monitored user behavior and lead generation.
- Conducted trend forecasting and analysis.
- Informed supervisors and company leaders on markets and regional sales needs to best meet customer needs and maximize revenue.

2011-09 - 2015-11

Social Interactive Media Specialist
[24]7.ai, Bengaluru, Karnataka

- Utilized content management system to post images and videos of company products online.
- Interacted with public relations department to identify positive or negative customer feedback regarding media content.
- Analyzed and reported social media and online marketing campaign results.
- Troubleshoot Adobe software related issues.

2010-08 - 2011-08

HAL Trainee
HAL, Bengaluru, Karnataka

- Consulted with network engineering staff to evaluate hardware and software requirements for new system development.
- Worked closely with Hardware engineers to execute and improve test coverage.
- Researched complex technical issues and provided resolutions.

Education

2007-06 - 2010-06

Diploma in Computer Science: Computer Science
SKBP

2018-01 - 2019-05

Bachelor of Computer Applications: Computer Science
Himalayan University