KAUSHAL.R. BHATIA

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EDUCATION

- Post Graduate Certificate in Wireless Information Networking | Sir Sandford Fleming College | May 2021
  Focused on advanced networking, wireless communication systems, and IoT technologies.
  Concentration: RPA Development Cycle, Data Analytics, Project Management, Cloud Computing, Process Optimization
- Bachelor of Engineering in Electronics and Telecommunications | University of Mumbai | June 2015
  Specialized in telecommunications, signal processing, and embedded systems.

PROFESSIONAL EXPERIENCE

RPA Business Analyst | Rogers Communications | April 2024 – Present

- Authored PDDs and SDDs for 10+ automation projects, supporting 70,000+ transactions annually and improving documentation efficiency by 30%.
- Designed workflows using UiPath tools, enhancing operational efficiency by 20% across multiple departments.
- Developed real-time dashboards in UiPath Insights, boosting transaction transparency by 40%.
- Established KPIs and tracked performance metrics to ensure alignment with business objectives.

RPA Developer | Rogers Communications | May 2023 – March 2024

- Automated 3 complex workflows, reducing manual effort by 60% and saving 500+ hours annually.
- Monitored bot performance via UiPath Orchestrator, achieving 85%+ operational success rates.
- Enhanced existing automation with updates, decreasing error rates by 25% and stabilizing processes.

Technical Assistant | *Rogers Communications* | *September 2021 – April 2023*

- Delivered Smart Home support with a 90%+ customer satisfaction rate, addressing 300+ tickets monthly.
- Resolved 4G to 5G transition issues, ensuring seamless upgrades for 1,000+ customers.
- Recommended technical solutions to recurring problems, driving a 15% improvement in service reliability.

Technical Support Engineer | Concentrix INC | May 2021 – September 2021

- Supported Apple product issues, maintaining a 95% resolution rate and enhancing customer experience.
- Troubleshoot hardware and software issues, resolving 50+ cases weekly with a focus on first-call resolution.

PROJECTS AND LEADERSHIP EXPERIENCE

- **Automated Reporting Workflow**: Streamlined data consolidation in UiPath, saving 200+ hours monthly for operational teams.
- **Real-Time Monitoring Dashboard**: Built dashboards in Power BI and UiPath Insights, providing actionable insights and enhancing decision-making by 30%.
- **Customer Onboarding and Transaction Automation**: Managed an end-to-end process involving sales order submission, customer onboarding, technical appointment scheduling, and order updates. Successfully launched and maintained over 16,000 transactions processed with 80% success rate. Included migration of services for existing customers and ensured seamless account creation and updates.
- **Team Collaboration Lead**: Led a cross-functional team to deliver automation projects on time, achieving a 95% stakeholder satisfaction rate.

SKILLS AND TOOLS

- **Automation Tools:** UiPath Suite (Studio, Orchestrator, Insights), Power Automate, Power Apps, Walk Me
- **Data Analytics:** Power BI, SQL, Alteryx, Microsoft Excel
- **Cloud Platforms:** AWS (Solutions Architect Certified), Azure
- **Programming:** Python, JSON, VBA, .NET
- **Project Management:** Agile, PDD, SDD, SDLC, Jira, Trello, Microsoft Teams
- **Soft Skills:** Detail-oriented, Collaborative, Problem-solving, Remote Communication.