Marmik Upadhyay
AI/RPA Specialist
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Profile

Almost 4 years of experience in the IT industry as a software developer with hands-on experience in robotic process automation (**AI/Automation**) with **UiPath, Power Automate** and **Automation Anywhere**, as well as **Advance and Master Bot certification** in Automation Anywhere and UiPath including 1.8 years as a Backend Software Developer, proficient in **Python, C# .NET, API's, XML, JSON, CD/CI, Cloud, Git, DevOp**, **SQL, JIRA** technologies and **Agile Methodology**, underscoring a solid foundation in software development and data management.

Creative in approach, I communicate easily with all levels of management. Results-oriented, I am a strong problem solver and can learn new technologies quickly. My excellent interpersonal, organizational, and communication skills make me a dependable team member. I can seamlessly transition between multiple projects while meeting important deadlines.

Professional Experience

Name of Employer	**Bell - Canada**	May 2024 to July 2024
Position Title	AI/RPA Specialist	

- Architected and led scalable automation solutions that transformed business needs into streamlined workflows, reducing processing time by 50% minimizing human intervention, and boosting revenue through operational efficiency.
- Certified RPA Developer with **Advanced and Master certifications** in Automation Anywhere, achieving 100% accuracy in bot creation for the AA Master Certificate.
- Designed a reusable and dynamic sub-bot for email error tracking, capable of integrating into any controller bot, automating ticket system tracking, and reducing manual effort.
- Spearheaded the development of a master dynamic "Controller Bot", managing critical tasks such as login/logout processes, invoice tracking, secure data downloads, and FTP backups, significantly reducing repetitive human workloads.
- Established automated email notification systems to track bot status updates in the TaraData Database, ensuring prompt communication for client inquiries and support
- Collaborated with business stakeholders to analyze requirements, design workflows, and align solutions with business objectives, producing detailed Solution Design Documents (SDDs), conducting unit tests to ensure reliability.
- Directed documentation and tracking of project milestones using JIRA, enhancing team transparency, ensuring smooth project handovers, and maintaining consistent deliverables.
- Utilized APIs, JSON and XML for structured data parsing and transformation within financial email workflows, ensuring compatibility with diverse client systems.
- Developed and deployed intelligent financial automation systems, streamlining email processing, data validation, and reporting, achieving cost savings of $120,000 annually.

Automation Anywhere, AA360 cloud, JIRA, Git, Agile Methodology, SDD, PDD, Python, API, Storytelling, SAS, FTP, XML, JSON, Teradata SQL, PL/SQL,

Name of Employer	**Quadance Technologies Pvt. Ltd.**	May 2023 to September 2023
Position Title	Senior AI/Automation Engineer	

- Led the design and implementation of an enterprise-wide Intelligent Document Processing (AI/IDP) solution for a leading financial services company aimed at automating the processing of semi-structured and unstructured financial documents, including invoices, contracts, and customer identification documents.
- Led a team of 7 members for training in UiPath and Intelligent Document Processing (IDP), ensuring industrial knowledge transfer and skill development.
- Developed data models, designed interactive Power BI reports, and built dashboards to provide actionable insights, closely collaborating with cross-functional teams to align with business needs. Utilized SQL, Power BI, and Excel to optimize data pipelines, automate processes, ensure data accuracy, and enhance data-driven decision-making across the organization.
- Designed and implemented end-to-end Intelligent Document Processing (IDP) workflows to automate document-heavy processes.
- Honored with **UiPath Advance**, **PowerBI** and **Power Automation Certifications**.
- Efficiently created and automated daily Excel reports for invoice management, delivering complete reports to the designated business users by the end of each day.
- Built and configured UiPath RE Frameworks, incorporating all required user cases, assets, and queues in Orchestrator.
- Monitored bot logs daily, ensuring smooth operations and quick resolution of issues to minimise downtime.
- Triggered and managed bots in Orchestrator, maintaining adherence to client deadlines and operational standards.

UiPath, Power Automation, IDP architecture, RE framework OCR, Power Apps, Azure DevOps, Power BI, Power Automate, C#, .NET, MS Office, Python, JavaScript, CI/CD, UiPath Orchestrator.

Name of Employer	**Tecnoprism Pvt Ltd**	May 2022 to February 2023
Position Title	Associate Software Engineer	

- Led end-to-end SDLC for automation projects, encompassing POC creation, design, documentation, development, deployment, hypercare, and seamless handover to clients with detailed SDD, PDD, and Handover Documents.
- Automated repetitive manual tasks with RPA, cutting processing time by 45 minutes per task, generating approximately $50,000 in annual revenue savings.
- Optimized existing automation programs to reduce processing time by 30% and increase task reliability.
- Integrated SAP and Salesforce platforms with automation workflows, improving data accuracy, accelerating processing, and reducing manual effort by 65% to 75%.
- Conducted POCs and product demonstrations, delivering customized automation solutions that exceeded client expectations and fit their budgets.
- Provided technical guidance and collaborated with Solution Architects and cross-functional teams to align projects with objectives to ensuring seamless integration and optimal performance.
- Increased processing speed by 35%, reduced error rates by 40%, and achieved $100,000 in annual savings through efficient RPA implementation.
- Ensured client satisfaction by delivering tailored automation solutions that created measurable business impact and generated repeat business.

Automation Anywhere, UiPath, Power BI, Power Automation, CD/CI, AA360, OCR, SDD, SAP, MS Office, Python with Selenium, SQL, salesforces

Name of Employer	**TechAvidus Company pvt ltd**	September 2021 to April 2022
Position Title	Software/RPA Developer	

- Develop programs individually and as part of the team, Modifying existing programs.
- Designing & Automating Processes for clients, Debugging and troubleshooting programs.
- Installed and configured applications at the development site, working closely with Solution Architect.
- Provide technical support in the design of the task/solutions.
- Implement change requests in the tasks per the clients, Test and Deploy tasks on client machines.
- Coordinate with Solution Architect to develop the project plan.
- Monitor and report project status to the Solution Architect regularly.
- Ensure the smooth running of the tasks designed for clients, collaborating with the Sales Team.

Automation Anywhere, AA360, UiPath, AA V11, SDD, POC, MS Office, Power Automate, Python, Python with Selenium, SQL, salesforces, SAP, SQL.

Name of Employer	**Bitbuffs Pvt Ltd.**	Jun 2019 to January 2021
Position Title	Jr. Software Developer	

- Work on the web application of an online organization management system in which the system can manage both customers such as project requirements, queries, payment management, and organization employees, i.e., developer, director, BDE, and HR. Mainly used in a home office environment using MVC.NET and a SQL database.
- Create a dynamic online delivery tracking program for buyers and a delivery module using JavaScript and Google API for real-time location tracking;
- Develop a dynamic desktop application with back-end development, database design, PL/SQL, and merge with client-side and admin-side front-end code using Visual Studio2019 and MSSQL2017;
- Design storage procedures and triggers with Enhance SQL statements and SQL Server for faster data retrieval.
- Developed a multi-tier inventory management system for a retail company, integrating backend functionality with complex SQL queries, stored procedures, and triggers, optimizing data retrieval and providing real-time inventory updates through a responsive web interface.

MVC.NET, C#, HTML, CSS, JavaScript, Google API, PL/SQL, Visual Studio2019, MSSQL2017, SQL Server, MS SharePoint, Git Version control, Entity Framework, OOPs.

Education

P.G. in AI and Data Science from Loyalist College in Toronto
M.Sc. Information Technology, Maharaja Sayajirao University
B.Sc. Mathematics/Statistics (Honors), Maharaja Sayajirao University