

Marmik Upadhyay

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EDUCATION

Toronto Business College, Canada <i>Specialized PG AI and Data Science</i>	2023 – 2025
Maharaja Sayajirao University, India <i>MSC Information Technology</i>	2017 – 2019
Maharaja Sayajirao University, India <i>Honours BSC Mathematics</i>	2014 – 2017

PROFESSIONAL EXPERIENCE

AI/RPA Specialist <i>Bell-Canada</i>	May 2024 - July 2024
<ul style="list-style-type: none">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.Developed and deployed intelligent financial automation systems, streamlining email processing, data validation, and reporting, achieving cost savings of \$120,000 annuallyCollaborated with business stakeholders to analyze requirements, design workflows, and align solutions with business objectives, producing detailed Solution Design Documents (SDDs) and conducting unit tests and support to ensure reliability.Utilized APIs, JSON and XML for structured data parsing and transformation within financial and healthcare workflows, ensuring compatibility with diverse client systems.	
Sr. AI/Automation Engineer <i>Quadance Technologies Pvt. Ltd.</i>	May 2023 - Sept 2023
<ul style="list-style-type: none">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 AI/Automation 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, Python Power BI, and Excel to optimize data pipelines, automate processes, ensure data accuracy, and enhance data-driven decision-making across the organization	
Associate Software Engineer <i>Tecnoprism Pvt Ltd</i>	May 2022 to Feb 2023
<ul style="list-style-type: none">Led end-to-end SDLC for automation projects, encompassing POC creation, design, documentation, development, deployment, hyper care, 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.Integrated SAP and Salesforce platforms with automation workflows, improving data accuracy, accelerating processing, and reducing manual effort by 65% to 75%.Increased processing speed by 35%, reduced error rates by 40% and achieved \$100,000 in annual savings through efficient RPA implementation	
Software/RPA Developer <i>TechAvidus Company pvt ltd</i>	Sept 2021 to April 2022
<ul style="list-style-type: none">Develop programs individually and as part of the team, Modifying existing programs.Designing & Automating Processes for clients, Debugging and troubleshooting programs.Provide automation support 24/7 to the client to ensure a smooth transition.Monitor and report project status to the Solution Architect regularly.	
Jr. Software Developer <i>Bitbuffs Pvt Ltd.</i>	Jun 2019 to Jan 2021
<ul style="list-style-type: none">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, client, BDE, and HR. Mainly used in remote office environments using C#, MVC.NET, JavaScript, JQuery and SQL database.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	

TECHNICAL PROJECTS [Projects]

Bell Invoice Tracking System Automation

- Designed and implemented an AI-powered invoice-tracking system for Bell using RPA (**AA360**), enhancing operational efficiency and reducing manual errors.
- Integrated **APIs** and secure **FTP** protocols for confidential file management, with comprehensive logging in **Teradata SQL** for audits and troubleshooting.
- Collaborated with business teams, authored **Solution Design Documents**, and ensured seamless deployment with Agile methodologies and JIRA-based documentation.

Intelligent Document Processing (IDP)

- Designed and implemented an enterprise-wide Intelligent Document Processing (IDP) solution using **UiPath**, automating semi-structured and unstructured financial document workflows.
- Integrated AI models, OCR engines, and UiPath **Document Understanding** to enhance data extraction classification and validation workflows, reducing processing time by **50%** and accuracy by **85%**.
- Deployed scalable RPA workflows via UiPath Orchestrator, integrating seamlessly with **ERP** and **CRM** systems for real-time data synchronization.

BI Dashboards

Dec 2023– Jan 2024

- Designed and developed interactive **Power BI dashboards** to analyze customer behaviors, sales performance, and market trends, leveraging advanced **DAX** and **Power Query**.
- Created dynamic visualizations, including sales analysis, regional performance, and enabling data-driven decision-making for various domains.
- Demonstrated expertise in **data storytelling** and **business intelligence** by transforming complex datasets into actionable insights across e-commerce, retail, and financial sectors.

Healthcare Automation

Dec 2023– Jan 2024

- Designed and implemented Microsoft **Power Automate** workflows to streamline healthcare operations, reducing appointment scheduling and approval times by **50%**.
- Automated critical tasks such as patient data management, document approvals, and resource allocation, ensuring compliance with regulations.
- Integrated Microsoft Teams, Outlook, SharePoint, and third-party healthcare **APIs** to enhance operational efficiency and patient care outcomes.
- Integrated Microsoft **Power Apps** and **Copilot** to create user-friendly interfaces and enhance decision-making through AI-driven insights in healthcare workflows.

TECHNICAL SKILLS

Programming: Python, C#, JavaScript, JQuery, JSON, XML, (VB, MVC.NET), HTML, CSS, PL/SQL, SQL, Entity Framework, OOPs

RPA/Automation: UiPath, Automation Anywhere (AA360, V11), Power Automate, Power Apps, RE-Framework, OCR Engines, UiPath Orchestrator, AARI, IDP, IQ bot, Co-pilot, Python with Selenium.

Data Visualization: Power BI, Advanced Excel, Dashboards and Reports Design, DAX, Power Query.

Databases: MSSQL, Teradata SQL, SAP, Salesforce, SQL Server.

Cloud Technologies: FTP Systems, APIs for Data Integration, Git, CI/CD, JIRA, Azure DevOps

Soft Skills: Workflow Design, Solution Design Documents (SDD, PDD), Agile Methodology, Business Requirement Analysis, Team Leadership, Cross-functional Collaborations

CERTIFICATIONS [Certificate]

- Automation Anywhere Advance and Master Bot certification.
- UiPath Advance certification.
- PowerBI and Power Automate certification.
- Data Science Training certification.

SCHOLASTIC ACHIEVEMENTS [Achievements]

- Qualified IIT(JAM) Exams with **National Rank:1981**.
- Elected for Science Faculty Representative (2016-17).
- Recommended Student from University during Master of Science in Information Technology.