

# Pankaj Kumar

## AREAS OF EXPERTISE

*Python, SQL, DAX, Power Query, Selenium, RPA, API Integration.*

### Tools

*Microsoft Power Automate and Power Apps*

*Automation Anywhere*

*Power BI, Tableau*

*Visual Studio*

*Visual Code*

*Microsoft SQL Server Management Studio (SSMS)*

*Postman*

*RDCM/ Remote NG (Remote desktop tools)*

*Azure DevOps*

*Salesforce (CRM tool)*

## CERTIFICATIONS & COURSES

*Foundation, Automation Anywhere (RPA Tool)*

*Power Automate Fundamentals (Udemy)*

*JIRA and Confluence Fundamentals Badge (Atlassian)*

## PERSONAL DETAILS

**M:** 9815893436

**E:** pankaj.asr87@gmail.com

**DOB:** 23/12/1987

## EDUCATION

*Pursuing  
M.S. in AI & ML  
(WOOLF University)  
Scaler Online Program*

*B.A. 2011  
EILM University, Sikkim*

## PROFILE SUMMARY

Resourceful Automation Lead with experience in automating business processes using various RPA tools & technologies. Proven ability to quickly learn new software and develop process-automation solutions that improve efficiency and reduce costs.

## WORK EXPERIENCE

### Dell Technologies

Analyst Project/Program Management

Feb. 2013 - Present

- Working as Project Analyst for DELL's DIT Team (Digitization, Intelligence & Transformation) Dedicated to achieving process automation through use of advanced technologies like RPA tools (Automation Anywhere A360, Microsoft Power Automate & Power Apps and Programming languages (Python.)
- Responsible for Identifying and designing business processes for automation, setting up, testing, and monitoring automated workflows to ensure that business processes function at optimum efficiency without risk of error.
- Responsible for data management & data analysis required in automation programs.
- Collaborate with development team members to ensure proper implementation and integration of the solutions.
- Supporting the Operational Teams during the UAT and rollout phases.
- Manage issues that arises in the Automation processes and providing timely responses and solutions as required.
- Define and design end to end project plans with various execution teams.
- Evaluate current processes and examine various ways to re-engineer the process to satisfy the client requirements along with the company standards.
- Working closely with the individual project team to gather project status, establish a dashboard to track project progress, and check the automation state at all stages of RPA lifecycle.

### Sebiz Infotech

Sr. Technical Support

Dec. 2010 - Feb. 2013

Deliver all kinds of service and support to end-users using automated call distribution phone software.

- Provided reports of program sales and trial downloads, manipulating large amount of data to perform data analysis for visualizing market trend.
- Managing escalations report to Program Developers for Product Development and tracking of support incidents.
- Ensuring customers queries are answered with the aim of a first-time resolution.

### Tata Business Support Services

Technical Support Representative

Sept. 2009 – Dec. 2010

- Interact with customers to provide and process information in response to inquiries, concerns, and requests about products and services.
- Provide first-level contact and problem resolution for all users with hardware, software, and applications problems.
- Successfully resolve technical issues remotely (hardware and software) from incoming internal or external businesses and end user's contacts and proactive notification systems.