AISHA AHMED

RPA Business Analyst

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📍 San Jose, CA
in LinkedIn

EDUCATION

Bachelor of Science
Business Administration

University of Southern California

📅 2012 - 2016
📍 Los Angeles, CA

SKILLS

- UiPath
- Celonis
- IBM Watson Natural Language Understanding
- Microsoft Azure ML
- ABBYY FlexiCapture
- Tableau
- Appian
- Slack
- Git
- CyberArk

WORK EXPERIENCE

RPA Business Analyst

Cisco Systems, Inc.

📅 2022 - current   📍 San Jose, CA

- Conducted cost analysis using Celonis for the global logistics chain, **identifying unique savings of $850K+** with process re-alignment.
- Built UiPath bots for automating repetitive tasks, saving approximately 3126 work hours annually.
- Implemented sentiment analysis on social media posts and customer emails using IBM Watson, creating a responsive customer service strategy that uplifted positive customer interactions by 21%.
- Developed ML-powered dashboards for real-time monitoring of RPA systems, reducing incident response times by 3.7 hours.

Process Analyst

Wells Fargo

📅 2019 - 2022   📍 San Francisco, CA

- Enhanced fraud detection capabilities with ABBYY FlexiCapture to flag inconsistent document data, increasing detection rates by 14%.
- Upgraded the performance management system with Appian, recording a **36% improvement in employee performance metrics**.
- Mapped out the customer service process to identify and eliminate 7 major bottlenecks, which grew customer satisfaction scores by 18%.
- Initiated Slack channels for project status updates, achieving a 23% improvement in stakeholder satisfaction through better transparency.

Business Analyst

Salesforce

📅 2017 - 2019   📍 San Francisco, CA

- Executed customer segmentation in Tableau to develop a target marketing strategy which increased conversion rates by 22%.
- Integrated Git with automated testing tools for applications, enhancing code reliability and **slashing manual testing time by 1.7 hours**.
- Generated monthly business intelligence reports from Salesforce data, providing key insights that led to a 13% boost in revenue.
- Introduced CyberArk security training for Salesforce teams to build team awareness, minimizing human-error-related security incidents by 28%.