Sushant Shinde

Application Architect (Intelligent Automation)

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KEY SKILLS

- Solution Architecture
- Team Leadership
- Collaboration
- Critical & Analytical Thinking
- Problem Solving
- Risk Assessment
- Requirement Analysis
- Design Thinking
- Process Optimization
- Agile
- Interpersonal Skills
- Excellent & Effective Communication
- Innovation

PROFILE

➢ An Intelligent Automation Architect with 12+ years of progressive experience and proven track-record of solving complex business problems by designing & implementing sustainable, comprehensive & cost-effective solutions.

➢ Strategically led the deliveries of about '90 RPA solutions' (including *mission-critical* business processes) with multi-disciplinary & transcontinental squads.

➢ Upskilled and reskilled client resources to enable them design, develop, test & deliver automated solutions successfully.

➢ Demonstrated acquired knowledge of 'Banking Industry' and that of various domains & corresponding processes, such as Banking & Finance (Debt Collection, FATF, KYC, Securities/Trades Settlement & Reconciliation etc.), Business Development & Market Research, HR (Payroll) in the solutions designed.

CAREER TRAJECTORY

Jan 2017 – To Date
Application Architect – IBM

Key Achievements:

- Helped clients establish Blue Prism CoE.
- Single-handedly managed implementation of RPA solution for a large South African bank worth *multi-million*.
- Played a key role in winning several contracts worth *millions.*
- Led technological initiatives which are helping client *Maximize ROI*
- Refined the RPA solution architecture and established scalable APIs for the integration of AI/ML, OCR solutions with RPA.
- Reduced development efforts by 25%.

Roles:

➢ Application Architect, Solutions Architect, Technical Team Lead, Senior Developer, Solution Designer, Release Manager, Senior Technical Consultant, Automation Auditor

Responsibilities:

➢ Strategically Lead & Mentor pan-Indian Blue Prism development squad which is catering to diverse clients across the globe.

➢ Performed several Blue Prism version migrations (at present, in a process of migrating a client's BP infrastructure to cloud).

➢ Organize and participate business process walk-through sessions to understand Business Problems and gather requirements.

➢ Explore & Research new Industry & Technology trends, identify Intelligent solutions, assess feasibility (technical & financial), draft reports, develop PoCs and present to various Decision Makers, Influencers, Stakeholders and other key people to address Business Problems.

➢ Liaise with various intelligent solution owners, negotiate license fee / pricing model.

➢ Audit live, automated solutions.

➢ Collaborate with Project Managers, development squad, CoE, Clients & Stakeholders.

➢ Run stand-ups, actively participate in 'Sprint Planning' sessions and clarification of User Stories.

➢ Work with business team for a process walkthrough, verify financial feasibility based on estimated ROI to qualify a business process for automation, help SMEs to document business process into PDDs (draft per se at times).

➢ Verify technical feasibility of qualified process, estimate development efforts and design development plan along test strategy (CT, VT).

➢ Develop Reusable Components/Metabots and include in Solution Design (as applicable), thereby reduce development efforts and re-train out-of-the-box ML models to solve RPA problems.

- Design solutions, draft SDDs (along ODI), present to Design Forums and share with development team post approval.
- Assure implementation of best practices, coding standards. At times, enhance best practices, define coding standards if clients require.

Jul 2015 - Dec 2016
Senior Developer
- Wipro Ltd.
Key Achievements:
- First Blue Prism developer at enterprise level to successfully design, develop & deliver RPA solution.
- Developed an extensive data-processing solution for a French banking client for which a *Patent* was filed.

Roles:
- Senior Developer, Solution Designer, Technical Consultant, DBA

Responsibilities:
- Strategically delivered BPA (Business Process Automation) & RPA (Robotic Process Automation) projects for major European financial institutions.
- Led teams of 'MS.Net' as well as 'RPA' developers.
- Designed development plan and estimated efforts required for the delivery of end-to-end project considering each task within.
- Prototyped & drove pilot projects and helped win new biz.
- Automated 'mission critical' business processes involving real time financial data (trade/securities market), hand-off between 'bot & human'.
- Liaised with clients & stakeholders for process assessment (e.g., FTE optimization) & scoping and provided recommendations.
- Drafted majority of business & technical documents required within bot lifecycle (Process Maps, PDD, As-Is, To-Be, SDD, PDI, ODI) and test strategy (CT, VT).
- Administrated MS SQL database tasks.
- Automated web, windows (including MS Office applications) & console applications; even applications within Citrix using surface automation leveraging OCR capabilities
- Develop windows applications to address business problems & RPA limitations.

Aug 2012 – Jul 2015
Senior Software Engineer
- Cheers Interactive Pvt. Ltd.

Roles:
- Senior Developer, DBA

Responsibilities:
- Gathered requirements from clients/stakeholders.
- Analyzed technical feasibility of requirements.
- Generated and present feasibility report along effort estimation report.
- Developed code in MS.Net, Silverlight using C# & VB.
- Designed MS SQL database queries, triggers.
- Developed and configured FTS (Full text Search) functionality along Jobs in MS SQL.
- Developed WCF (Windows Communication Foundation) service and exposed it.
- Leveraged an offering by MS SQL database - SSRS (SQL Server Reporting Service) and created dashboards as requested by clients / stakeholders.
- Mentored junior developers.

Oct 2011 – Jun 2012
Software Developer
- NeoSoft Pvt. Ltd.

Roles:
- Developer, DBA

Responsibilities:
- Developed code for Web applications (e-Commerce) in MS.Net
- Wrote MS SQL database queries, triggers.
- Developed admin modules which eventually integrated with Android, Blackberry mobile apps.
- Developed and exposed SOAP based web services.

Nov 2010 – Oct 2011
Junior Software Engineer
- Net Edge

Roles:
- Developer, Designer

Responsibilities:
- Developed various websites, themes as required by clients using HTML & CSS.
- Developed code in JavaScript and jQuery to add and manipulate animations.
- Applied several measures to enhance end user experience such reduction in navigation steps or reduction in clicks to reach at target page, increased Menu items.
- Developed a framework to design and configure application tours using HTML, jQuery and JSON. This could be reused for all kinds of web applications.
- Enhanced the compatibility of designed themes, GUIs across all the available web browsers (Chrome, Firefox, Internet Explorer, Opera, Safari etc.).

TECHNICAL SKILLS

- RPA (Blue Prism, UiPath)
- Document Processing (Blue Prism Decipher IDP, UiPath Document Understanding)
- Flowchart (iGrafx FlowCharter, MS PowerPoint, MS Visio)
- OCR (ABBYY, Google Tesseract, MS Computer Vision)
- Process Mining (IBM)
- Database (Access, Oracle, MS SQL)
- API Testing for Integration (Postman)
- Cloud (MS Azure)
- Development Methodology (Agile, RAD, Waterfall)
- Programming/Scripting Language (C#, JavaScript, jQuery, Macro, PowerShell, Python, VB)
- IDE (Anaconda, Edit+, Jupyter Notebook, Oracle Developer Studio, SQL Server Management Studio, Visual Studio)
- Source Controller (Git Hub, TFS, Tortoise SVN)
- Analytics (MS SSRS)
- Web Server (IIS)
- Web Technology (HTML, CSS, Silverlight with RIA Service, SVG, WCF, Web Service)

TRAININGS & CERTIFICATIONS

IBM Process Mining Analyst (Professional) - IBM
Mar 2023

PRINCE2 Agile® Foundation - AXELOS
Jan 2023

Banking Insights and Solutions (Silver) - IBM
Aug 2022

Enterprise Design Thinking Practitioner - IBM
Dec 2021

RPA Solution Architect Foundation - UiPath
Dec 2021

Document Understanding - UiPath
Nov 2021

Machine Learning with Python - IBM
Nov 2021

AI Center - UiPath
Oct 2021

Applied Data Science with Python - IBM
May 2021

Build Your Own Chatbot - IBM
Dec 2020

Build Bots with SAP Intelligent RPA - SAP
Dec 2019

Certified Developer - Blue Prism
Aug 2016

EDUCATION

Bachelor of Science
(Computer Science major)
- University of Mumbai

REWARDS & RECOGNITIONS

Culture Catalyst Award 2023 - IBM
Mar 2023

Star of the Month - IBM
Oct 2022

Solutions Excellence Award 2021 - IBM
Dec 2021

Manager's Choice Award - IBM
Since 2017 (Seven Times Winner)

REFERENCES

[Available on request.]