Senzokuhle Dlomo

Automation Consultant

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Summary

Highly skilled Automation Consultant with 6 years of experience in Robotic Process Automation (RPA), integration, and cloud automation. Proficient in UiPath, Power Platform, Blue Prism, and API integrations, with a strong background in SQL databases, SAP, ServiceNow APIs, O365 Graph APIs, and cloud solutions such as GCP OCR and Azure Functions. Adept at designing and implementing scalable automation solutions that enhance business efficiency. Strong problem-solving and debugging skills, with a keen ability to troubleshoot complex coding issues. Passionate about emerging AI, OCR, ML, and chatbot technologies.

Experience

Automation Consultant, WPP | GroupM   May 2024 - May 2025

- Engineered secure, reusable RPA libraries integrating with Microsoft 365 and SharePoint via Graph APIs, as well as other internal systems. These libraries, leveraged across 10+ automation projects, reduced development time by up to 40% and improved security by enforcing token-based authentication and eliminating direct credential management by developers, adhering to internal security standards.
- Led requirement-gathering workshops, translating business needs into automation solutions, improving process efficiency and ROI tracking.
- Delivered production support and troubleshooting, ensuring 99.9% bot uptime and seamless automation execution.
- Collaborated with cross-functional teams across the EMEA region to align automation initiatives with overarching system architecture and strategic business objectives.
- Built performance dashboards and analyzed key metrics using Business Intelligence tools (Tableau, Power BI, UiPath Insights) to drive data-informed decisions.
- Delivered training sessions and communicated effectively with stakeholders to promote adoption and gain buy-in for automation initiatives.

Automation Developer, XIB Solutions   April 2023 - April 2024

- Designed and deployed end-to-end RPA solutions, following best practices for security, error handling, and performance optimization.
- Led code reviews and testing, ensuring high-quality, maintainable automation scripts in UiPath, Power Automate, and Python.
- Integrated RPA solutions with enterprise databases (SQL) and cloud services (Azure, GCP).
- Integrated third-party technologies such as Python, SQL Server, OCR, and AI into UiPath to build robust and intelligent automation solutions.

Automation Developer, FIRtech Holdings   January 2022 - April 2023

- Provided 2nd/3rd line RPA support, troubleshooting and optimizing bot performance.
- Enhanced existing automation scripts, ensuring compliance with security and infrastructure standards.
- Mentored junior developers in enterprise RPA deployment, accelerating project delivery timelines.
- Led UAT/BUAT and client demo sessions to validate solutions against business requirements.

Intelligent Automation Engineer, Tangent Solutions   February 2019 - December 2021

- Built and maintained enterprise RPA solutions using UiPath, Power Automate, and custom scripts (Python, C#, Visual Basic, SQL).
- Designed and implemented AI-driven automation solutions, integrating OCR and ML technologies to enhance line-item extraction from PDF documents.
- Deployed and managed UiPath Orchestrator and SQL Server on Microsoft Azure for logging and reporting.

Education

- **BCom in Information and Technology Management**   **January 2025 - Ongoing**

  Management College of Southern Africa (MANCOSA)

- **National Certificate in System Development (NQF L5)**   **February 2021 - September 2022**

  MICT SETA through One & Zero School of Technology

- **National Certificate in Business Analysis Support (NQF L5)**   **February 2019 - August 2020**

  MICT SETA through One & Zero School of Technology

- **Higher Certificate in IT in Support Services (NQF L5)**   **February 2015 - June 2018**

  IIE Rosebank College

- **Grade 12**   **January 2007- December 2012**

  Gcotoi High School

Certifications

- AI Career Essentials - ALX Africa (2024)
- UiPath Certified RPA Associate (UiRPA) - UiPath (2023)
- Power Platform Fundamentals - Microsoft (2020)
- Scrum Fundamentals - SCRUM study (2018)

Key Skills

- **Automation & RPA:** UiPath (Certified), Power Platform (Certified), Blue Prism (Trained)
- **Software Development & Programming:** .NET (C#, ASP.NET), Java, Python, SQL, JavaScript, HTML, and CSS
- **API & Integration:** REST & SOAP APIs, OAuth, Postman, Swagger, SAP, OKTA, ServiceNow, Microsoft Graph
- **DevOps & Cloud Computing:** Azure DevOps, GCP, CI/CD Pipelines, Docker
- **Agile & SDLC:** Agile methodologies, Scrum, Kanban, As-Is/To-Be Process Mapping
- **Testing & Debugging:** Unit Testing, Regression Testing, Integration Testing
- **Soft Skills:** Stakeholder Engagement, Training & Mentorship, Delivering Presentations (stats or new ideas)

References

- References available upon request