

# Pavan Kumar

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## CAREER OBJECTIVE

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I am submitting here with my resume for your perusal and favorable consideration for the vacancy in your organization. To utilize my skills towards a challenging career in growth oriented, leading organization which will provide me opportunities for continuous growth and enhancement.

## EXPERIENCE SUMMARY

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- Highly motivated IT professional having 6.7 years of experience in different areas of Information Technology which includes RPA Automation Anywhere.
- Certified & experienced RPA Development & Production Support with 5 years of relevant exp. on RPA Tool Automation Anywhere.
- Implemented end to end automation solutions as per requirements which involves Analysis, designing, development, testing, deployment and support of automations.
- Hands on Experience in creating SDD (Solution Design Document) and PDD (Process Design Document).
- Experience in staging and deploying the automation solution into test and live environments.
- Good understanding of Software Development Life Cycle (SDLC).
- Review and ensure automation runbooks are complete and maintained.
- Expertise in bot Scheduling, Maintain/Monitoring, Bug Fixes using Task Bots, Meta Bots, IQ Bots in RPA environments (Dev/Test/Prod).
- Lead problem identification/error resolution process, including tracking, repairing, and reporting defects, analyse log details available in Control Room after implementing, development or testing phase.
- Ability to analysis root cause for an Error. Managing and investing exceptions (Business and System Exceptions).
- Creates and maintains documentation to support roles and responsibilities for training, crosstraining and disaster recovery.
- Reviewing the code and the design, also providing expertise in the development, and integration of systems.
- Serve as primary monitor of to execute automations efficiently and effectively.
- Worked various applications based on SAP Integration, Citrix, Windows, Web & PDF integration, Excel, DB integration etc.
- Service Delivery functions like RPA control room Incident Management and Change Management.
- Experience in Agile Process (SCRUM) by collaborating with Dev and QA team to make requirements are properly analyzed.
- Quick learner, Effective organizer, team player and communicator with the capability to grasp new concepts quickly & utilize them for process improvements.

## SKILLSET

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RPA Tools : Automation Anywhere v11, A360  
DBMS : MS SQL Server, MS Access DB  
Operating Systems : Windows, Linux  
Tools : ServiceNow, JIRA, Jenkins  
Certifications : Advanced & Master A360

## EMPLOYEMENT DETAILS

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**Glowmask Technologies Pvt.Ltd.** Hyderabad

(Jan 2<sup>nd</sup> 2023 to April 30<sup>th</sup> 2024)

**Capgemini Technology Services India Ltd.** Pune

(May 29<sup>th</sup> 2021 to Dec 14<sup>th</sup> 2022)

**Welspun India Ltd.** Vapi

(July 15<sup>th</sup> 2020 to Dec 31<sup>st</sup> 2020)

**Westpaq Software Solutions Pvt.Ltd.** Hyderabad

(June 4<sup>th</sup> 2018 to June 30<sup>th</sup> 2020)

**Virtusa Consulting Services Pvt.Ltd.** Pune

(May 15<sup>th</sup> 2017 to May 16<sup>th</sup> 2018)

## PROJECTS EXPOSURE

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<b>Project # 1</b>	DRMS-Document Retention Management System
<b>Role</b>	RPA AA Developer & Production Support
<b>Client</b>	KPMG
<b>Description</b>	Providing production support for Automation Anywhere Bots. Involved into get KT's from developers and prepared Runbooks for bots, closely monitor for few bots which are very critical for business and always work with business to provide root causes for failures of bots. Monitored more than 150 bots from Control room and worked on Change Management, Incidents and schedule bots as per business requirements.
<b>Responsibilities</b>	<ul style="list-style-type: none"><li>➤ Proficient in providing Level 2 application support and handling escalation as per service level guidelines and escalation matrix.</li></ul>

- Participating in Change Management meeting to review, understand and approve the changes.
- Updating Run-books for the known issues and providing trainings for the team to be in the same pace.
- Providing On-call Support for L1/L2 by covering major incidents.
- Analyze requirements for automating the monitoring tasks for all applications in scope using client selected tool.
- Supporting Weekend release activities by coordinating with various teams.
- Coordinates with Development team and Application Managers during weekly release calls.
- Debugging issues occurred during execution of BOT's, resetting of flags and reporting on a weekly and monthly scheduled basis.
- Tracking of issues coming in by raising the Incidents and reviewing them on timely basis ensuring issues are properly addressed.
- Generating ServiceNow reports (INCs) to track the teams performances.

## **Project # 2**

### **Role**

Order Management

### **Client**

RPA AA Developer

SYMANTEC

## **Description**

Automating the Order Management process in Symantec to reduce the average handling time taken to process a purchase order, and to reduce the human errors while entering data and validation of data. For all the orders that are submitted in Oracle will be replicated as unique case id in Sales force application and this will act as input to the BOT application. BOT will pick each case and identifies whether it is a new order or Renewal order and will process as per predefined instruction that are provided to the BOT.

## **Responsibilities**

- Creates SDD and PDD documents and Provide timelines for development.
- End to end will review the quality code and maintain proper logs for the bots.
- Test bots and deploy to the UAT and Prod
- Managed a team and helped them with the development activities through technical assistance.
- Will be a part of complete SDLC process including client interaction and daily status calls.
- Automated daily repetitive work through automation.
- Dashboard for keeping track of ongoing process count and backlog if any.

<b>Project # 3</b>	Exchange Rate
<b>Role</b>	RPA AA Developer & Production Support
<b>Client</b>	Symantec
<b>Description</b>	Automate daily FX Rate load for Spain/Czech and perform weekly rate validation for Spain, Czech and Israel. The Process included here is to capture the all the exchange rates that are present on government site i.e. Bank website and to load them in SYM r12(Oracle application) and send out an email notification.

### Responsibilities

- Proficient in providing Level 2 application support and handling escalation as per service level guidelines and escalation matrix.
- Participating in Change Management meeting to review, understand and approve the changes.
- Updating Run-books for the known issues and providing trainings for the team to be in the same pace.
- Providing On-call Support for L1/L2 by covering major incidents.
- Analyse requirements for automating the monitoring tasks for all applications in scope using client selected tool.

### ACADEMIC CREDENTIALS

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Bachelors of Technology in **Electronics & Communication Engineering** during 2010 - 2014 from **BVC College Of Engineering**, JNTU Kakinada, Andhra Pradesh

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The above credentials along with my enclosed resume make me ideally suitable for the position in your organization. I would appreciate an opportunity for a personal interview.

**Pavan Kumar**