

ANKIT S. KHESE

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Viman Nagar, Pune.

Summary:

- Overall 6+ years of experience with 3 years of experience as RPA Developer in Automation anywhere.
- Developed projects on (excel and web UI automation using AA) which helped our operations team to decrease human efforts. Also done monitoring and providing technical support for an already developed AA bot which based on email automation serves 400+ email (per day) interactions with customers.
- Has good understanding and integrating different applications like Salesforce and other applications with Automation Anywhere A360
- Used AA Control room for deployment, monitoring and managing of Robots.
- Manage team workload distribution and structure to ensure consistently good performance. Responsible for day-to-day functioning/administrative work including production floor management. Performs other duties as assigned by the manager.

Skills:

- Experience in RPA tools, Automation Anywhere **A360**, **Ui path** and **Power Automate desktop**.
- Experience of **Code Reviews**
- Experience of **Control Room**, Scheduling Bots and **AI Sense technology**.
- Technical Analysis
- Process Improvement
- **CRM Software**
- Novice knowledge of Microsoft power Apps.
- Interpersonal and communication skills. Excellent ability to work well with and develop teams.
- Driving business metrics (e.g., customer satisfaction, service levels, value enhancement, average handling time, profitability, schedule adherence, etc.)
- Above average knowledge of Excel and PowerPoint, Power BI tool

Experience:

Present: **Aligned Automation Pvt Ltd.**

Role: Team Lead (Operations)

From June 2021

- Identified opportunities for further automation by analysing current processes or workflows.
- Build 3 projects at own and monitored/modified a project which have been deployed after UAT testing.
- Used the Automation Anywhere Object Recorder to manage and execute Windows controls as a background process and automated routine backups and file management tasks.
- Extensively used commands like Keystrokes, Mouse clicks, Open program/files, Files/Folders, Window actions, Log to File, Loops, System, Delay and Interactive.
- Developed robotic bots using Automation Anywhere to automate manual, repetitive, rule based and high-volume processes.
- Hands-on experience on RPA Excel sheet options and String Operations. Used Oracle and DB2 connections to retrieve data from DB using RPA.
- Prioritized the strategic and tactical roll-out of the RPA solution to clients by creating and documenting test procedures and scenarios for the pre-UAT phases and supporting the Operational Teams during the UAT and rollout phases.
- Collaborates with test teams during product test and UAT phases to fully resolve assigned bugs/issues.
- Use the Automation Anywhere Object Recorder to manage and execute windows controls as a background process.
- Effectively used String Commands, Excel Commands, PDF Operations. Decision Rules, Loops, and Variable Operations for performing various functions.
- Built strong operational teams to meet process and production demands.

- Collaborated with IT team members on system integration tasks required for successful deployments of RPAs into production environment.
- Resolved escalated customer inquiries in a timely manner while maintaining quality standards.
- Leads and directs the workforce in problem identification, problem-solving and implementing continuous improvement measures.

SME Operations

- Implemented strategies to take advantage of new opportunities.
- Identified areas of improvement in operational processes and procedures.
- Provided training sessions for new employees at the SME.
- Managed customer relations by responding promptly to inquiries, complaints, and feedback.
- Organized client meetings to provide project updates.
- Maintained updated knowledge through continuing education and advanced training.

Entercoms Sol. Pvt. Ltd. (Actio-HX):

Dec 2017 to June 2021

Senior Technical Support Engineer

- Handling tickets to deliver on time and meet SLA.
- Handling tickets that are on high priority (Same Business Day Requests)
- To take care of the client as well as the Enterprise line of business
- Handling tickets of strategic accounts
- Initiating Chat to Dell Associated Service Provider for warranty-related issues.
- Replied to customer queries via email, messaging systems and support ticket platforms.
- Provided technical support to customers by troubleshooting and resolving hardware and software issues.

Education:

- Bachelor of Engineering in Electrical and electronics engineering, Amravati ----- 2013 -2017
- Higher Secondary Education from Amravati -----2011 -2013
- Secondary School Education from Amravati -----2011

Courses and achievements:

- Automation Anywhere certified Advance RPA Professional preparation (Automation A360)
- Automation Anywhere RPA Essentials for Students (Automation A360)
- Shipping Processing challenges – Bot games in Automation Anywhere