**Ruchi Sharma E-Mail:** ruchi1983@gmail.com **Contact:** +91-9811141123

**Seeking middle level assignments with an organisation of high repute**

**Preferred Location:** Gurgaon

**Professional Preface**

- A competent professional with **9 years** of experience in Robotic Process Automation & BFSI Business Analysis. ***Has over 9 years of experience in working with IGT Solutions (erstwhile Interglobe Technologies), Pure Data Technologies LLP, Jaipur, Tavant Technologies India Pvt. Ltd., Noida and Mahindra Satyam Computers Services Ltd., Gurgaon, respectively, as Business Consultant & Project Manager.***

- Experience in business analysis, business process improvement, program management and managing customer - partner relationships.

- Well versed studying existing systems and procedures and facilitating effective decision-making.

- Exposure at managing day to day business functions in co-ordination with internal / external departments for smooth financial operations.

- An effective communicator with excellent relationship building & interpersonal skills. Strong analytical, problem solving & organisational abilities.

- Possess a flexible & detail oriented attitude.

- Robotic Process Automation (RPA) Tool – UiPath, Automation Anywhere, Blue Prism.

**Employment Scan**

**IGT Solutions (erstwhile Interglobe Technologies), Gurgaon**

Business Consultant & Project Manager

Sep’18 – Present

Accountabilities

* Business Process Analysis, opportunity assessment for Robotics Process Assessment.
* Perform assessment to identify automation potential.
* Stakeholder management in a distributed team environment.
* Client Engagement & Demos on RPA Digital capabilities.
* Create Key Stroke level documentation/Process Design Document(PDD)
* Estimate Automation scope & business case.
* Co-ordinate with technical team & deliver timely projects by doing end to end Project Management.
* Participate in Testing and pre production runs.
* BA Certified in UiPath, Automation Anywhere & Trained in Blue Prism.
* Awarded Performance Award for conceptualizing & launching an innovative new product within 6 months of joining.

**PROJECTS EXECUTED WITH IGT SOLUTIONS**

**Client : Tier 1 US International Airline**

Duration : Since Sep’18. - Present

Description : BSP Refund Applications & Business Insights.

Airline Refunds team wanted to automate manual extraction and processing of all Refund applications for there operations in 108 countries everyday till its updated to ‘complete’ status.

Accountabilities

Played the role of both Business Consultant & Project Manager to automate data extraction and management via Refund Applications Repository, Daily reporting of Consolidated Report applications via email. Automated Summary report for business management decision, action and dashboard for business insights (trends, aging records, SLA compliant etc.) for improved decision making.

Also involved in project management activities, of the ongoing maintenance & support phase, such as defect/change prioritization, client communication, team planning, process improvement, maintenance & support.

Solution helped in automating daily 3 hrs. of 18 FTEs activity across 9 locations globally. Helped client in efficiently doing workforce management and have analytical dashboard view of Refunds SLA to meet their Compliance parameters.

**Client : Tier 1 US International Airline (Onsite Assignment)**

Duration : Since Mar’19-May’19.

Description : Flight Attendant New Hire Profile & Leave Conflict Code

The project objective was to automate creating of New Hire Profiles & Conflict Codes of Flight attendants and perform necessary validations.

Accountabilities

Involved in identifying, analyzing multiple projects that can be automated using Single Bot. 60% Efficiency gain and 100% touch free automation was achieved.

**Client : Tier 1 US Shipping Company**

Duration : Since May19. - Present

Description : Invoice Processing.

The project objective was to automate sending out RFQ for Ships Technical Parts to vendors across different regions depending on Ships Current Location & Vendor catering to those products

Accountabilities

Involved in identifying, analyzing making a decision logic rule based matrix to replicate Buyers decision making while selecting a vendor.

**Client : Tier1 Indian Commercial Airline**

Duration : Since Jan’19. – Mar’19

Description : Invoice Processing.

The project objective was to automate full refund claims of passenger that arise due to Irops.

Accountabilities

Involved in identifying, analyzing & solution designing of automating Full Refund Process. Instrumental in designing an exhaustive rule based process to cater to all different scenarios that can arise to make a case eligible for Full Claim

**Client : Tier 1 European International Airline**

Duration : Since June ‘19. - Present

Description : EU261 Claims

The project objective was to automate claim approval process of EU261 claims.

Accountabilities

Involved in identifying, analyzing & solution designing of automating cases where there is a Flagging to approve/reject claims. Automation solution helped in bringing an efficiency by reducing handling time by 50%.

**Client : Multiple International Airlines.**

Duration : Since Sep’18. - Present

Description : Communication Platform

Provides real time information & critical updates to Agents right on their system and eliminate the need to have any verbal/email communication for day to day operations.

Accountabilities

Responsible for providing & leading an innovative solution to create a common communication platform with agents who do not have email box provision and have high occupancy. Involved in the project from scratch in designing and implementing the solution.

**Received Performance Award from CTO for launching an innovative product in the organisation.**

**Pure Data Technologies LLP, Jaipur**

Sr Business Consultant

Jul’16 – Apr’18

Accountabilities

* Start-up focusing primarily on Digital & RPA Initiatives.
* Assisting international clients with their operational & process related issues.
* Functioning as Consultant, delivered high level documents like System Requirement Analysis document, PDD, Project Plans, Gap Analysis etc.

**Client : Insurance Firm**

Duration : Since Jul’16. – Apr’18

Description : Automation of User Profile

Created a webform for updating user details. Built RPA Bot to Automatically update the changes made to user details in customer database.

Accountabilities

Played the role of both Business Consultant & Project Manager to automate the process of fetching user details and updating it in the master database.

**Client : Aviation Firm**

Duration : Since Jul’16. – Apr’18

Description : Feedback

The project objective was preparing a Reporting Solution, by creating a webform for inputs and analyzing the data.

Accountabilities

Played the role of both Business Consultant & Project Manager to automate the data analysis & interpretation.

**Tavant Technologies India Pvt. Ltd., Noida**

Business Analyst (Financial Services & Banking Domain)

Sep’10 – Mar’12

Accountabilities

* Functioning as direct liaison between client, 3rd parties and implementation team in successful implementation of business requirements.
* Translating high-level business requirements into detailed functional specifications and managing requests for changes to the specifications.
* Preparing documents like System Requirement Analysis (SRA) and functional documents.
* Working on projects with leading clients in financial services domain.

**PROJECTS EXECUTED WITH TAVANT TECHNOLOGIES**

**Client : Fifth Third Bank, Cincinnati, Ohio, USA. (Onsite Assignment)**

Duration : Since June’11.

Description : Set up Online platform for employees of Fifth Third Bank in Credit Card.

A robust employee facing application which enables the employees of Fifth Third bank to create and submit a credit card application for both prospects and existing customers and also to check the status of the applications that are already submitted or entered. The application integrates with the origination system in order to provide instant decisions for the credit cards being applied for.

Accountabilities

* Responsible for requirement gathering & preparation of BRD, Use case and Functional Design documents.
* Involved in requirement gathering from client for process flows in Credit Card application. Preparing Use case document; defining requirements and documenting through use case methodology for accurate interpretation of requirement by the technical team members.
* Responsible for functional design & integration with 3rd parties for design phase of the project. Handling review and sign-off of functional design documents with the client and integration with third parties by validating the requirement analysis to support web service calls made with third parties.
* Identifying user interface screens in wire-frames and J2EE development. Helping user experience manager (UXM) team in understanding the functionality flow in order to prepare user interface screens. Reviewing & verifying various UI screen flows with client and obtained sign off on the website.

**Client : Wolters Kluwer Financial Services.**

Duration : Since Sep’10.

Description : Supporting on Compliance Document generation application for Lending & Deposit Modules.

Wolters Kluwer Financial Services provide cutting edge approach in documenting compliance driven transactions. Project involves in maintaining and upgrading application from pre-published Eforms to new technology that enable the runtime document publishing. There are distinct advantages to managing content and producing documents from that content instead of managing large libraries of forms. All tools are maintained and updated to ensure transaction based published documents within existing core processing platform systems and/or customer preferred Business Process Management systems of WKFS clients are compliance driven.

Accountabilities

* Working on multiple document generation applications used by Wolters Kluwer in US Compliances document generation.
* Involved in interacting and requirement gathering with geographically diversified multiple teams internally and externally.
* Involved in defining business rules that produce consistent and compliant output from the variable transaction inputs collected in client’s platform Point of Sale (POS) and Loan Origination System (LOS) systems.
* Involved in implementation of recent compliance driven Acts Regulation Z (Truth in lending Act), Truth in Savings Act, Reg E (Opt-in-notice) into clients’ application.
* Preparing and delivering functional specification documents to capture enhanced and new functionalities in the application.
* Involved in preparation and finalization of Market research document with business and legal team.
* Providing training to the technical, quality and technical writer team on regulatory driven changes in business processes.
* Providing walkthroughs on business flow of applications developed to the client and their business partners.
* Also involved in monitoring customer requests and addressing the same through SAP CRM.
* Tools – SAP CRM, SR Quickview etc.

**Mahindra Satyam Computer Services Ltd., Gurgaon**

Business Analyst (Financial Services & Banking Domain)

Jun’06 – Jul’10

**PROJECTS EXECUTED WITH MAHINDRA SATYAM**

**Client : NISSAN, U.K.**

Duration : Since Dec’09.

Description : Supporting on SAP ECC 6.0 for FICO Module.

Accountabilities

* Functioning as Functional Consultant; resolving number of complex issues related to FI.
* Creating new tax codes and upgrading tax rates.
* Maintaining GL Accounts for exchange rate differences.
* Documenting business process for various types of issues. Handling Ticket Management Tool Marvel.
* Participating in weekly calls with client on status of tickets with offshore FI team.

**Client : FIDELITY**

Duration : Jun’07-Dec’09.

Description : Set up Online platform for trading in Mutual Funds.

Accountabilities

* Responsible for requirement gathering & preparation of system requirement analysis document.
  + Contributing in requirement gathering from client for process flows in Mutual Fund Transaction, Customer Account Opening Process, Customer Service Support, Back End Operations, etc in order to identify solutions that meet customer's expectations and requirements.
  + Understanding complete business flow of Mutual Funds for the purpose of preparing use cases to create a transactional website available to direct customers and brokers.
  + Preparing System Requirement Analysis (SRA) document; defining requirements and documenting through use case methodology for accurate interpretation of requirement by the technical team members.
* Responsible for functional design & integration with 3rd parties for design phase of the project.
* Identifying user interface screens in wire-frames and J2EE development.

**Client** : **CITIFINACIALS - I** **Loan Implementation for Mexico**

Duration : Jun’06-Jun’07.

Technologies : I-Loans.

Description : I-Loan is the integrated Loan Management System used by all core businesses of CitiFinancials International (CFI). It is an advanced real-time system that supports all the business functions involved in Consumer Finance.

Accountabilities

* Conducting gap analysis for Mexico I- Loans to understand relative gap / degree of fit for implementation of I-loan for Mexico. Determining relative impact of adding various global features to enhance value.
* Preparing SIPOC (Supplier-Input-Process-Output-Customer) Model for Loan Booking Process.
* Responsible for Knowledge Transfer (KT) to technical team on modules of I Loan with respect to functionality flow.
* Conducting domain training sessions on I Loans Overview, Banking Terminology, Citigroup and its Line of Business to the technical team.
* Preparing user manuals of various lending modules of I Loan for reference and documentation purpose.

Attainments

* Worked in Editorial Team and involved in launching of Satyam (Citigroup) newsletter CitiPulse.
* Received Performance Award for Business Analyst for excellent performance in Tavant Technologies.

**Certifications**

* Business Analyst Certification in Automation Anywhere
* Business Analyst Certification in UiPath
* Certified in Building Enterprise Grade RPA Bot using Blue Prism
* Certified in Data warehouse Basics

**Hobbies**

* Actively involved in various Donation & Charity Events.
* Enjoys playing all sports specially Table tennis & Badminton.
* A Yoga Enthusiast.

**Scholastics**

2006 **Post Graduate Diploma in Management (Finance & Marketing)** Secured 7.5 C.G.P.A.

Amity Business School, NOIDA.

2004 **B.Com.**  Secured 74% marks

Christ College, Bangalore.

2001 **XII (Commerce)**  Secured 84% marks

National Public School, Bangalore

1999 **X** Secured 75% marks

Cathedral High School, Bangalore

**Personal Dossier**

**Date of Birth:** 21st August

**Linguistic Abilities:** English & Hindi