AKANKSHA **DESHPANDE**

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Automation expert with deep expertise in RPA (Power Automate, UiPath, Automation Anywhere), Python scripting, and GenAI-driven solutions. Skilled in building intelligent workflows, AI-powered chatbots, and document automation using LLMs (OpenAI, Azure OpenAI). Proven track record in streamlining operations, reducing costs, and driving digital transformation across industries.

KEY SKILLS

- **Project Management:** Certified GenAI certified project manager with successful track record in end-to-end project management, from inception to delivery, utilizing Agile practices to ensure timely delivery of high-quality products and services.

- **Process Assessment & Feasibility Analysis:** Skilled at evaluating business processes for automation readiness, conducting feasibility analysis, ROI calculations, and identifying quick wins and high-impact use cases.

- **RPA Tool Expertise:** Hands-on experience with industry-leading RPA tools such as **Automation Anywhere**, **UiPath**, **Blue Prism**, and **Power Automate**, including bot design, development, deployment, and monitoring.

- **Control Room & Orchestration:** Proficient in setting up and managing RPA control rooms, orchestrators, and bot scheduling environments, ensuring secure, efficient, and monitored bot executions.

- **Bot Development & Optimization:** Deep knowledge of end-to-end bot lifecycle including script development, exception handling, reusability principles, and performance tuning for robust and efficient automation.

- **Integration with APIs and Legacy Systems:** Strong capability to integrate bots with REST/SOAP APIs, ERPs (SAP, Oracle), and legacy systems via surface automation (Citrix, Mainframe) or backend connections.

- **Automation Governance & COE Enablement:** Experienced in establishing RPA Centers of Excellence (CoE), creating reusable libraries, defining governance policies, and implementing best practices across teams

- **Problem Solving:** Strong analytical and critical thinking skills, with the ability to quickly identify and address issues, mitigate risks, and make data-driven decisions to achieve project goals

TECHNICAL SKILLS

- **API Integrations:** REST, SOAP, GraphAPI Integrations

- **Infrastructure Automation**: Python, Ansible, Jenkins

- **Project Management Tools:** Agile, Scrum, JIRA

- **Cloud Technologies:** AWS, Azure

- **RPA/Automation Tools:** Automation Anywhere, UiPath, Microsoft PowerAutomate, BluePrism

- **Data Analysis Tools:** SQL, Excel, Microsoft PowerBI

- **Machine Learning/GenAI Tools:** Copilot, ChatGpt

- **Programming Tools**: Asp.Net C#, Javascript, Jquery , Python, Excel Macro, HTML, CSS, Bootstrap, API Development

PROFESSIONAL EXPERIENCE

APRIL ,2020 – PRESENT

TECHNOLOGY BUSINESS CONSULTANT SENIOR/PROGRAM MANAGER, FIS GLOBAL INDIA

- Successfully delivered 4 finance automation projects using Power Automate tool single handedly related to Pricing and Change Request processes
- Collaborated with Product Owners, Business Analysts, and stakeholders to prioritize and manage product backlogs, ensuring alignment with strategic goals, customer needs, and business value
- Led change management efforts, including training sessions, workshops, and stakeholder engagement, resulting in successful adoption of Agile practices across the organization.
- Completed **SAFe® 5 Practitioner** certification
- Completed **Lean Six Sigma (Green Belt)** certification
- Working as consultant for FIS initiative TTV (Time To Value) which focusses on revenue generation
- Worked closely with cross-functional teams to integrate Power Automate into existing workflows, improving efficiency, and reducing time-to-market.
- Created dashboard using PowerBI Microsoft tool
- Optimized and delivered excel macro-based solutions for UK Pension Process

- Working as a consultant and delivered 4 projects (10 BOTs) of Retirement process
- Working on internal project POLARIS which is a north star product for FIS Client Onboarding process
- Working as a consultant for standardization and optimization of different processes/stages within FIS
- Participated in InnovateIn48 2022 and created a prototype using Predictive Analysis
- Completed certification in GenAI Project Management
- Worked closely with many CX teams to understand the SLA breaches process and created a model to calculate the SLA penalties

SOFTWARE ENGINEER SENIOR, FIS GLOBAL INDIA

- Part of WRA RPA team, worked as a Technical Lead who is responsible for end- to-end deliveries of Wealth and Retirement RPA Initiatives.
- Responsible for all type of migration activities related to RPA tools as well as the applications on which the RPA solutions have been built up.
- Developed a prototype for one of the ideas related to Onboarding Reconciliation Process
- Developed a tool to automate quality check process of Retirement domain using ExpAG and Omni web APIs.
- Developed and maintaining KPI Reporting process using .net as well as Automation Anywhere (RPA) tool. The process includes creating PPT reports for 28 different banks.
- Responsible for Process Analysis, Creation of Current State and Target State

SENIOR SOFTWARE ENGINEER, WIPRO LTD.

August, 2017 - APRIL ,2020

- Worked as Senior Software Engineer and then as a Technical Architect for multiple clients as well as a Diamond Client of Wipro.
- Lead a team of 5 RPA developers for Finance and Order To Cash Vertical
- Deployed 25 complex Bots over a span of 18 months for Windows (SAP, Mainframe, Citrix) and Web Based Applications
- Responsible for deploying the AA Control Room on the server, and AA Clients on the VMs
- Responsible for end-to-end communication with stakeholders with Regards to Requirement, Pain Points and Solution deployment
- Worked on an Artificial Intelligence POC using Python
- Got Trained in IQ Bot (Cognitive BOTs driven by AI and Machine Learning) and automated several invoice extraction processes using the same.
- Deployed a Automation POC using Blue Prism tool.
- Conducted regular Automation Anywhere trainings for new joiners as well as RPA professionals to ensure Cross Skilling of technology
- Part of Core Committee which conducted RPA Team Bonding activities

APPLICATION DEVELOPMENT ANALYST, ACCENTURE PLC.

MAY, 2015 – AUGUST, 2017

- My responsibilities include identifying manually-driven repetitive activities and automate these to increase productivity, reducing human errors and time
- Done over 5 projects using Automation Anywhere and Blue Prism tools

- Communicating with internal/external clients to determine specific requirements and expectations
- Actively participated in team building activities within the organization
- Developed a proof of concept within the stipulated time at client site in London, UK
- Responsible for initiating the discussions with the client in many of RPA engagements
- Assisting team of Automation Anywhere Developers across locations & guiding them on POCs as and when required

WEB DEVELOPER, E10 INFOTECH SOLUTION PVT. LTD

SEPTEMBER, 2013– MAY, 2015

- Developed The Assetry (Asset Management Website) using ASP.NET-MVC4-5, Entity Framework, WebAPI, Knockout, JavaScript, JQuery, Bootstrap, Durandal and Ajax
- Worked on VidZapper which is a tool to build and manage video services over IP, over the internet, and on mobile networks
- Implemented Dependency Injection design pattern in project.
- Done two projects (i.e. PitchLove & Hirerabbit) in PHP using MySql, Propel framework with HTML5 and CSS3/Bootstrap.
- Migrated websites (i.e. e10.in, hitechtechnical.com, conscript.com, kmassociates.co.in, appex.co.in) from plain HTML to NodeJS, ExpressJS

JUNIOR SOFTWARE DEVELOPER, SYMPHONY FINTECH PVT. LTD

DECEMBER, 2012– SEPTEMBER, 2013

- Worked on live project FuseXL where trading orders are called through Excel Sheet by taking market feed from RTD Server using C#.Net (As COM), VBA and MS Excel.
- Worked on 'Automatic Data Recorder' to record live market feed from exchanges like MCX, NSECM and NSEFO etc. on C#.Net.
- Handled 'DDE (Dynamic Data Exchange) Server' and 'RTD (Real Time Data) Server'

EDUCATION

EXAMINATION	INSTITUTE / BOARD	YEAR OF PASSING	% (ABSOLUTE)
B. TECH Computer Science & Engineering	Gautam Buddha Technical University, U.P.	2012	76.7
Class 12th	JIC, Varanasi, U.P.	2008	72.2
Class 10th	JIC, Varanasi, U.P.	2006	77.0

AWARDS & ACHIEVEMENTS

- ✓ Client/Stakeholder Appreciations: Received many client appreciations for delivering quality projects within given deadline award   (FIS Global 2023/24)

- ✓ WinAsOneTeam : Received WinAsOneTeam award for superb teamwork and significant contributions to the organization (FIS Global 2022)
- ✓ GBS : Rivet Award : Awarded by the Client Leadership for the best performance of the year for delivering very complex RPA project (Wipro Ltd 2019)
- ✓ Star Performer Award: For successfully managing and delivering a complex project within record time (Wipro Ltd 2019)
- ✓ Star developer Award: For successfully deploying multiple BOTs in an innovative way with code optimization (Accenture PLC, 2017)
- ✓ Received multiple client appreciations for resolving Perennial time wastage issue through process Re-engineering (Accenture PLC, 2016)