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|  | Languages Proficiency:  English  Qualifications/Accreditations:  M.Sc.-Operations Research – University of Delhi  B.Sc.-Computer Science – University of Delhi |  |
| Shailendra Sharma  Lead RPA/IA Consultant |

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| Profile | | | |
| I am a Digital Transformation consultant specialising in Digital strategy, channel shift, process optimisation & re-engineering , RPA and Intelligent automation.  I have led several global RPA programs for clients to help them automate their manual processes to reduce cost, increase productivity, create additional capacity, improve effecieny & accuracy. I have hands on experience with automation tools, like Blue Prism, Automation Anywhere and UiPath. For the last 8 years I have focussed on building knowledge and skill-set in the space of first Desktop Automation and then Robotic Process automation and now concentrating on wider Intelligent Automation and Digital Transformation from a Business Consultancy perspective.  I have led and successfully managed multiple large projects across different geographies. I have extensive experience in managing large operations across multiple geographies and locations. Very strong on service delivery and managing KPIs and service levels. Extensive experience in quality and compliance. Strong business acumen and analytical skills to help client increase overall productivity, reduce costs and enhance customer satisfaction and NPS  I have a career of over 20 years, reflecting pioneering experience and year-on-year success in achieving revenue and business growth objectives in the highly competitive IT and ITES sectors. My experience spans a wide range of industries including Private Sector(management consulting, professional services, telecoms) and Public Sector(Local Governments) | | | |
| Previous Roles | | | |
| Date | Employer | Industry | Position |
| 2017 - present | CGI | Business & IT Services | Lead RPA Consultant |
| 2012 – 2017 | FIS | Telecom | Management Consultant |
| 2004 – 2012 | HCL | ITES | Various Operational/Quality roles |
| 2001 – 2004 | IBM | BPO services | Team leader - Operations |
| 1998 – 2001 | eComserver | IT | Software engineer |
| 1997 – 1998 | Asset International | IT | Trainer |

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| Key Skills | | |
| People | Business | Technical |
| * Team building * Team management * Team leadership * Stakeholder management | * RPA & Intelligent automation * Digital strategy * Digital transformation * Value-led digital transformation * Channel shift * Operational excellence * Continuous improvement * Process mapping & optimisation * Process re-engineering | * Automation Anywhere – process automation * Blue prism – process automation * Uipath * Kofax Kapow * Six Sigma certified * Lean * PMP trained * ISO certified |

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| Key Experience | |
| Employer | Assignment / Client / Role  Activities / Achievements |
| CGI | Lead Intelligent Automation SME involved in RPA / IA from initial pre-sales meetings, bid management, management of pre-sale RPA Analysis, presentation and sell of RPA / IA proposal, through project initiation, understanding of processes to be automated, Solutioning, overseeing Automation phase, through to implementation and delivery of innovative, disruptive RPA solutions.  Proof of concept for Glasgow City Council  Analysed and identified five processes for the council and delivered a successful POC within 4 days  Intelligent Document Processing for UK’s large fleet company  Email triage automation: Classification and categorisation of different emails, basis the content of the emails. CRM: MS Dynamics.  Readiness assessment and process mapping and selection for UK’s large fleet company  Undertook detaied assessment of client’s readiness to automation. Mapped and prioritised seven processes , basis the ROI and payback period  Consultancy for a major client in UK Created a physical bot to interact with external users to capture the required details and updating the backend CRM. Usage of IBM Watson conversation, for speech to text analytics and integration using RestAPIs. Usage of UiPath tool and orchestrator for bot to update the backend CRM  Consultancy for various clients  Successfully delivered proof of concept/value, translating to pilot projects for multiple clients. Tools used: Blue Prism, Automation Anywhere and Uipath  Value-led digital transformation/Alliance of 2 local councils in West Midlands  Responsible for developing and delivering propositions to Local Government clients. Used enterprise architect skills to aid clients in meeting their t-Government, ICT Strategy and Citizen centric objectives. Helped Local Authorities in transforming their Customer Services making it easier for Citizens to contact Councils through their chosen access method while improving end-to-end service delivery and reducing cost to serve by c£500k per annum.  RPA consultancy services for bid preparation / Glasgow City Council & City of Edinburgh Council  Carried out due diligence to understand client processes and provided cost for automating the processes through RPA implementation  “Proof of Concept” closure for City of Edinburgh Council  Created UAT plans and demonstrated the project deliverables for successful closure of the POC |
| FIS | Digital consultancy services for RPA implementation /Various clients  Worked with clients on RPA (Robotic Process Automation) implementation to reduce existing costs – Labour and offshoring costs, by c 30%, with introduction of automated software’s(Robots) and increasing accuracy and efficiency   * + Helping clients analyze existing processes & guide the development of a detailed roadmap identifying the "sweet spots" for maximum impact   + Identification and implementation of automation solutions   + Establishing & executing systems to ensure efficacy & control of automated processes in production   Successfully completed consultancy and implementation, for a leading Global multinational bank, evaluating their current WFM model and framework across 3 global regions – EMEA, APAC & Americas, with c 100 resources supporting 21 countries, 37 contact centres & c 15k employees. Consultancy included:   * + Detailed framework study for forecasting of volumes & staff, scheduling, Intraday management, success indicators & reporting   + Identify & report gaps for line of business, processes, frameworks, tools & reporting   + Assessment of creation of Hub & Spoke model   + Identified and implemented the recommendations for potential saving of c $11M, over next 16-18 month period.     - **Creation of AI based forecasting engine for increased accuracy**   **Channel shift/Various clients**  Successfully led Digital Transformation Projects:   * + Transformation from a single channel strategy to multiple channels.   + Project won the “Certificate of Merit” in “Excellence in Improvement & Innovation” category in recently held BPO Excellence awards.   + Headcount rationalization – c 14% reduction   + Increased Revenue – Additional revenue of c £100k p.a generated   + Cost to serve optimisation   Consultancy for UKs largest MNVO, showing a potential saving of c11m, over a 3-year period – Digital Transformation (Changing the channel mix)  **Transition/Various clients**  Successfully transitioned around £1m+ worth of projects to FIS   * + One of UKs largest MVNO – Mobile phones and International Calling Card   + One of the World’s largest nutritional product suppliers |
| HCL | Leading Operational excellence, process improvement/optimisation & Innovation  Led Quality department, across 2 centres in Northern Ireland – Belfast and Armagh. Key clients included – British Telecom, Bank of Ireland, Vodafone, British Gas, Scottish Power, Lexis Nexis, and Talk Talk. The team was responsible for setting up Quality structure for New campaigns, transaction monitoring, Structured quality, Continuous improvement, value add and innovation.  Successfully led critical Process Improvement Projects:   * Project 1: Annual Cost Saving of £282,413, to HCL, by 20% increase in “Achievement against SLA”, for Sales per hour metric. Framework Used: Six Sigma / Lean * Project 2: Annual saving of £100,000, by 3.5% reduction in direct cost and Opex. Framework Used: Lean   + 80% reduction in Complaints * Acted as Transition Manager – Successful transition of £1m account (Bank of Ireland) to HCL NI * Streamlined and centralized all the Quality processes across various campaigns, as per ISO 9001 standard * Led team for successful PCI DSS compliance. * Rolled out various external and internal surveys – ACSAT (Annual Customer Satisfaction) and Employee Satisfaction surveys, to identify areas of opportunities and created subsequent action plans.   **Operational management**  **Led as Head of Operations** for Voice Inbound 1st Tier Technical Support US Campaign, reporting directly to Vice President - Operations. Key responsibilities included Performance Management, People Management, Revenue Management, and Client Management.   * Successfully led a team of 5 Managers, 20 Team Leaders and c 300 advisors. * Created various task force teams to focus on high First Call Resolution, reducing Average Handle Time and increase Customer Satisfaction scores. * Introduced concept of Transition teams and Manager, to provide additional support to New entrants, without impacting client critical SLAs. * Made Recruitment and Training teams more accountable for first 30 days’ performance of advisors, by linking their incentives/bonuses to advisor’s performance. * Led various Process improvement projects, along with Quality team:   + Improved one of the critical metric (by 13%), “Necessary Dispatch”, leading to saving of $58500 per month for the client   + Successfully lead HTP (Hiring to Production) team, to increase the overall throughput, at each level.   **Led as the Owner of Business Line** (eDSL – Enterprise DSL), reporting to AVP - Operations. Key responsibilities included managing end to end operations for Business Customers, including P/L of the account.   * Successfully led a team of 2 Assistant Managers, 6 Team Leaders and c 100 advisors. * Worked on Resource optimization by:   + Increasing spans of control at all levels, without impacting the client critical SLAs   + Reducing Average handle Time   + Increasing productivity and CSR utilization % * SPOC for all QBRs (Quarterly Business Reviews) and weekly MTN (Moving the Needle) meets. * Worked closely with SL desk and IDO (Intra Day Operations) teams, to ensure acceptable Service levels.   **Was responsible for Operational performance** of 3 DSL teams. Some of indicative activities in this tenure are as follows:   * Mentoring Team Leaders to ensure that they are capable to deliver daily acceptable performance * Creating Training plans to enhance team leader’s capabilities * Performance reviews and appraisals for team leaders and below   **Joined HCL as a Team Leader** and was reporting to Manager – Operations. Some of indicative activities in this tenure are as follows:   * Managing team of 12-15 advisors. * Responsible for Schedule adherence, attendance, and attrition% * Responsible for monitoring, coaching and providing feedback to advisors, to ensure acceptable performance * Creating and monitoring Performance Improvement plans for under performers |