

VIKASH KUMAR VIVEK

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EDUCATION

Examination	Discipline/ Specialization	Institute/ School	Board /University	Year of passing	Percentage
B.Tech	Information Technology	Galgotias College of Engg. & Tech.	U.P.T.U.	2016	70.11%
12 th	Science + Math Stream	B.V.M. Snr. Sec. School	C.B.S.E.	2011	81.2%
10 th	All Subjects	St. Anthony Public School	C.B.S.E.	2009	90.2%

QUALIFICATIONS

- Proficient in applying rule based Robotics Automation to existing business processes.
- Knowledge of all phases of the software development lifecycle for RPA implementation.
 - Understanding various business processes and building core logic of the process.

EXPERIENCE

Software Engineer, Larsen & Toubro Infotech Limited
November 2018- Present

- Implemented a process in ReFramework (Robotics Enterprise Framework).
- Creating Solution Design Document for the process.
- Requirement Gathering for the process.

Associate Consultant, TAO Automation Office Pvt. Ltd
July 2018-November 2018

- Implemented different processes in ReFramework (Robotics Enterprise Framework).
- Implemented different modules of the POCs for different clients.

Programmer Analyst, Cognizant Technology Solutions.
June 2016-July 2018

- Completed **UiPath RPA Developer Certification** on July 17th 2017.
- Completed **UiPath Orchestrator Certification** on December 13th 2017.
- Completed **UiPath Advance Certification** on June 21st 2018.
- Implemented Citrix Automation using UiPath for a banking process.
- Created a common activity tracking and exception logging along with screenshot capturing xaml.

- Setup orchestrator for different process to schedule the robot.
- Implemented Terminal Automation using internal UiPath Activities.
- Resolved major issues of bots in production environment.
- Setup environment for UAT and Go Live
- Awarded as Spotlight Performer for the 2nd quarter in August 2017
- Awarded as Transformation Award for the 1st quarter in Feb 2018
- Awarded as Game Changer for the 1st quarter in March 2018

SKILLS

- Tools: UiPath Studio, UiPath Orchestrator, Visual Studio, Regular Expression Builder.
- Languages: C, C++.
- Web: HTML, CSS, JavaScript, XML.
- Database: Microsoft SQL Server, MySQL, Oracle SQL Developer

PREVIOUS RPA PROJECTS

- **Credit Rating:**

Type of automation: Web Automation, Citrix Automation

Details: Extraction of data from loan application and searching of property related information from public website. Extraction of customer detail from Citrix based application and updating on the web site. **We have successfully increase the volume of the cases handled by this Robot by 60%. We have successfully reduced the AHT (Average handling time) from 15 minutes to 7 minutes.**

- **Printing of documents: (Complex data extraction/data processing) :**

Type of automation: Citrix Automation, Pdf Automation

Details: Part 1: Extraction of a dynamic list of documents (with some of the documents occurring more than once for multiple loan takers) from a website in Citrix environment. Then identifying the correct document for loan request and produce them in Citrix environment. Part 2: Creating a document sets that need to be send to the customer.

Highlighting, Deleting extra pages, Merging, adding a blank page if require in the pdf documents. **We are able to realize to 2.5 FTEs after the development of this process and increased the accuracy by 100%**

- **Property Claims:**

Type of automation: Web Automation, Mainframe Automation

Details: Extraction of data from web application and checking in Rumba(Mainframe) whether to approve the claims or not .If claims have to be approved what amount have to be paid to customer. **We are able to realize the 1 FTEs after the development of this process.**

- ❑ **Overdue Payment:**

Type of automation: Web Automation, Mainframe Automation

Details: Extraction of data of a customer from a specific queue in web application and checking the remainder sent to the customer and checking the amount paid by customer in Rumba (Mainframe) then identifying whether to send other reminders or cancel the case. **In this process robot is handling more than 500 cases per month with 99% accuracy. We are able to realize the 1.5FTEs after the development of this process.**

- **HR Onboarding:**

Type of automation: Outlook Automation, Excel automation, Pdf automation.

Details: Extraction of data from outlook and record those data in the excel. According to the information stored in the excel robot have to decide whether robot have to send mail to candidate and interviewer for the interview, Generate offer letter, send the welcome mail or BGV mail, Appointment letter. This process has been developed in “**ReFramework**”.

- **General Terms & Condition:**

Type of automation: Surface automation (Java Application), word automation.

Details: Extraction of data from the CRM application (Java application) process each case one by one. For each case automation will extract relevant information by validating some necessary conditions and update the cover letter according to Country, Region & Area. Automation is sending a mail to customer with the attached cover letter and the next step to be followed. Automation will wait for the Customer delivery notification if the delivery notification fails then send a mail to Business or SMEs stating that email id is incorrect with the contract number and name as subject. Once SMEs corrected the email id and send mail to group mailbox then queue manager will read that mail and extract all the information from that mail will repeat the process again for that case.

- **EPC Settlement:**

Type of Automation: Citrix automation, Web Automation

Details: This process involves basically two application (Sharepoint, and Client specific application).Extraction of relevant data from Sharepoint after the validation and applied filter. Robot processed each case as expected. Robot have to search each case in the application and after some validation robot can take action on those cases if the validated cases meet the requirement. After each case was processed robot have to send the completion mail with the production log to business side and Support team. Robot sent exception mail with screenshot and specified exception in the mail if any.

PERSONAL STRENGTH:

- Linguistic Abilities: English and Hindi
- Competences: Good communication skills, Goal oriented, Logical bent of mind and quick learner.
- Committed team player with flexible approach to work and to take initiative whenever required.