**Darshan B M** Email: [*darshanbm455@gmail.com*](mailto:darshanbm455@gmail.com)

Contact: +91 - 8660275775

*PROFILE SUMMARY*

* Consultant certified in **WinAutomation*(Softomotive)*** **RPA** product.
* 1 year of extensive experience in software development lifecycle covering requirement analysis, design, build and testing of **Robotic Process Automation** projects for multiple clients utilizing RPA Product (WinAutomation , process Robot and Uipath).
* Experience in Development, Testing and Deployment of bots.
* Created end to end automation solutions for clients as per requirement which involves feasibility study, development, testing and deployment.
* An ability to manage performance, development and deployment issues across the client(s)/portfolio(s).
* Extensively worked on debugging application for fixing bugs.
* Worked on multiple projects with Windows and Web application automation using RPA tools.
* Hands-on experience automation applications like MS Excel, MS Word, PDF, Notepad and E-mail automation.
* Worked on Queue Configurations, Monitoring and Exception handling for processing of process diagrams.
* Good understanding of SDLC methodologies like waterfall model.
* Highly motivated with the ability to work effectively in teams as well as independently.
* Team Player with excellent interpersonal skills, self-motivated and dedicated.

*EXPERIENCE*

**Bot It Services Pvt Ltd., Bangalore**

**Deputed at DXC Technology, Bangalore**

**CONSULTANT (ROBOTIC PROCESS AUTOMATION DEVELOPER)**

06/2019 – 06/2020

* Been a part in gathering current project requirement with Prioritizing and managing Multiple project.
* Experience with Process Analysis, Design, and Implementation, Business and Technical requirements, Problem-Solving, and System(s) Testing, including UAT and Bug fixes.
* Monitoring the changes that happen after implementing the feedback during development or testing phase while keeping the project specifications intact.
* Created end to end automation solutions for clients as per requirement which involves feasibility study, development, testing and deployment.
* Participate and deliver special projects/assignments such process improvements initiatives.

*PROJECT DETAILS*

**Project #1: LA Delivery-UAA-Automation of lost stolen IT equipment process**

* Applications Used : BMC Remedy, SM9, MS-Excel and Outlook.
* Scripting Language Used : Vbscript and JavaScript.

**Description:**

This is to disable the IT equipment.User needs to login to SM9 web portal and fill some fields and download excel file and again needs to login to into jump station and update the ticket data into BMC Remedy portal so that clients can also check the status of the ticket and again needs to login to into one more jump station and user needs to fill some fields and disable the system.

**Project #2: Financial Workbooks for CIBC Projects**

* Applications Used : MS-Excel and Outlook.
* Scripting Language Used : Vbscript and Javascript.

**Description:**

This is to update the Financial Workbook, user receive email’s from end user twice in a month. If user doesn't receive email(Utilization Data, Day 5 Report and Invoiced Billing details), user will sends a remainder e-mail. If BOT receive all the Input e-mails then user needs to update the Financial Workbook using the input files and reply to e-mails with the updated Financial Workbook attachment.

**Project #3: PH DelEx Dashboard - Engagement Health and Finance**

* Applications Used : PPMC,ES QlickView,MS-Excel and Outlook.
* Scripting Language Used : Macros,Vbscript and Javascript.

**Description:**

This is to get the Ticket status and consolidate the excel files into a single excel, user receive email’s from end user once in a month with some excel attachments and data in the body content of mail. And also some of the input excel files will be available in the local folder.

* User needs to login to PPMC web portal and search for ticket status available in the input excel.
* User needs to login to QlickView web portal and download multiple files with respect to month and receives some emails with the attachment ,user need to download the attachments and consolidate all of them into single excel file.

**Project #4: ServiceNow-Ticket Creation and Auto Closer of tickets**

* Applications Used : ServiceNow,MS-Excel and Outlook.
* Scripting Language Used : Macros,Vbscript and Javascript.

**Description:**

This is to create and close the in ServiceNow in ServiceNow.

Ticket Creation:-

User receives two emails with the excel attachment every first week of the month and needs to create tickets twice in a week based on the dates available in the excel.

Ticket Closer:-

User receives emails with the ticket number or excel attachment, user needs to search each tickets available in the excel and needs to some details and close the tickets.

**My Responsibilities Throughout :**

* Responsible for understanding user requirements, designing and developing the Bot.
* Involved in design and implementation phases of software development life cycle.
* Involved in enhancements and modifications of application and in Bug Fixing.

*EDUCATION*

**AMC ENGINEERING COLLEGE BE in ECE with 60%**

*PROFESSIONAL CERTIFICATIONS*

* WinAutomation Developer.
* Process Robot Developer.
* Uipath Basic and Advanced courses.

*PERSONAL DETAILS*

Name  : Darshan B M

Marital Status  : Single

Date Of Birth  : 12th May 1996

Email ID : darshanbm455@gmail.com

Mobile No  : +91-8660275775

*DECLARATION*

I hereby declare that the information furnished above is true to the best of my knowledge.

Date:

(Darshan B M)