

Mayank Bhardwaj

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 [LinkedIn Profile](#)

Profile Summary





- ✓ 10+ years of expertise in IT Service Management, Operations, and Automation
 - ✓ Led 200+ automation projects, saving \$2M+ annually using Microsoft Power Automate, Automation Anywhere, and UiPath
 - ✓ Strategic leader focused on enhancing revenue, efficiency, and customer experience
 - ✓ Proven success in high-impact RPA & AI implementations across diverse industries
 - ✓ Strong analytical mindset with expertise in process optimization and automation strategy
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Work Experience

Senior Project Manager | CLA Global IVC | *Jul 2024 – Present*

-  Spearheading AI & RPA implementations to optimize business operations
-  Developed and optimized bots, significantly reducing manual workload
-  Managed multi-functional teams, aligning automation with business goals
-  Ensured regulatory compliance, securing data protection and governance
-  Optimized automation efficiency, saving millions annually

Deputy Manager | WNS | *Mar 2023 – Jun 2024*

-  Awarded Tech Genius for automating 83 reports for client SITA
-  Led Automation Team for SITA, identifying high-ROI projects
-  Implemented ITIL-based automation frameworks for operational efficiency
-  Reduced processing time & costs with cutting-edge automation solutions

Project Manager & Operations (PMO) | WNS | *Jun 2019 – Feb 2023*

- ✦ Led RPA projects using Power Automate, Python, ITSM, SIAM
- ✦ Streamlined workflows through Agile & ITIL methodologies
- ✦ Mentored junior team members, fostering a culture of automation excellence
- ✦ Optimized vendor & resource management, improving efficiency

IPC Manager | IBM | *Jan 2017 – May 2019*

- ✦ Managed SLA, incident, change & risk management for global clients
- ✦ Acted as the primary client liaison, ensuring SLA compliance & reporting
- ✦ Led major incident recovery efforts, reducing downtime and costs

Practitioner | IBM | *May 2015 – Nov 2016*

- ✦ Managed SLA and SLO performance tracking, ensuring client satisfaction
- ✦ Resolved & escalated client issues, improving service reliability

Key Projects

 Reporting Automation | *Jan 2023 – Jun 2023*

- ✓ Automated 83 reports using Microsoft Power Automate Desktop
- ✓ Improved ITIL tracking & decision-making for business users
- ✓ Tools Used: Microsoft Power Automate Desktop, SharePoint, Excel

 Web/UI Automation for Network Devices | *Aug 2023 – Mar 2024*

- ✓ Automated real-time data scraping & UI interactions for network devices
- ✓ Stored critical data in Dataverse for streamlined access & reporting
- ✓ Tools Used: Power Automate, Excel, Dataverse, Putty

 Vendor Billing Audits for Network Devices | *Aug 2023 – Mar 2024*

- ✓ Automated PDF data extraction & ITSM verification
- ✓ Integrated email & Teams approvals, reducing manual errors
- ✓ Tools Used: Power Automate, Excel, Dataverse, Salesforce Web

Skills & Expertise

Leadership & Management:

✓ Team Leadership | Project Management | Vendor & SLA Management

✓ Risk, Incident & Change Management | ITIL Process Optimization

Technical Skills:


✓ Robotic Process Automation (RPA) | Microsoft Power Automate | Python

✓ Process Automation | Microsoft Excel | Agile & ITIL Methodologies

✓ ITSM | SIAM | Power BI | Automation Anywhere | Data Analysis


✓ Web Scraping | UI Automation | Dataverse | Salesforce

Achievements

 Tech Genius Award: Recognized at WNS for automating 83 reports

 \$2M+ Annual Savings: Delivered via high-impact RPA projects

 Led 200+ automation initiatives, significantly boosting operational efficiency

 Mentored automation teams, fostering a culture of innovation

Education

 Bachelor's Degree in Electronics & Communications Engineering

Echelon Institute of Technology | 2010 – 2014

Certifications

✓ CCNA Certified

✓ IBM Design Thinking Practitioner

✓ Big Data Foundations - Level 1 (IBM)

- ✓ Automation Anywhere RPA
 - ✓ Microsoft Power Automate Training (LinkedIn)
 - ✓ ITIL Service Operation - ITIL Certified
 - ✓ Power BI & Data Visualization
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 Ready to drive automation excellence? Let's connect!