PARAG PANDYA

Power Platform Lead Developer

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ABOUT ME

Innovative and forward-thinking technology leader with 11+ years of experience driving enterprise transformation through Agentic Process Automation, intelligent automation, and agile development. Skilled in designing AI-powered strategies that optimize operations, reduce costs, and accelerate business outcomes. Expert in designing and delivering end-to-end automation solutions with Power Apps for intuitive user-facing applications and Automation Anywhere for backend processes. Skilled at integrating complex data, APIs, and intelligent agents to streamline operations, reduce costs, and accelerate business outcomes. Proven track record of delivering scalable, secure, and compliant solutions across diverse ecosystems, aligning technology with business goals. Adept at building strong stakeholder relationships and driving measurable impact in fast-paced, dynamic environments.

SKILLS

- Power Apps
- Power Platform
- Automation Anywhere (A360)
- UiPath
- SAP Automation
- Citrix Automation
- Intelligent Process Automation
- Agentic Process Automation
- Solution Architect
- Python
- Core Java
- Artificial Intelligence (AI)
- Data Analysis & Visualization
- PowerShell
- Microsoft SQL Server
- Informatica
- Client Relationship Management
- Cross Functional Team Coordination

WORK EXPERIENCE

Power Platform Lead Developer - Emirates NBD - Dubai   **Jun 2023 - Present**

- Led digital transformation by integrating GenAI (OpenAI) with Power Apps and A360, delivering AI-driven solutions for risk assessment, underwriting, and wealth management.
- Designed end-to-end solutions using Power Apps for front-end interfaces and A360 for backend automation, streamlining workflows across CRM, AECB, Finacle, Oracle, and SharePoint.
- Managed a technical team to deliver scalable automation, combining A360 backend processes with Power Apps interfaces for seamless business operations.
- Developed reusable modules, cutting development time by 50% and boosting efficiency and accuracy by 80%.
- Delivered 20+ solutions in 10-40 days, driving measurable ROI by combining Power Apps for user-centric apps with A360 for backend automation.
- Fostered reusability and standardization across Power Apps and A360, simplifying maintenance and accelerating future enhancements.
- Collaborated with business, IT, and compliance teams to ensure alignment and regulatory compliance in all solutions.

Sr. Automation Engineer, Automation Anywhere - Dubai   **Oct 2019 - Apr 2023**

- Spearheaded delivery of 50+ enterprise-grade bots across SAP, web, Oracle, mainframe, desktop, and databases, including key solutions for Emirates Airlines that streamlined operations and reduced manual effort
- Led 120+ automation projects and 30+ PoCs across aviation, banking, telecom, energy, and real estate, consistently delivering measurable ROI
- Contributed to Emirates Airlines' automation strategy with Citrix-integrated bots, ensuring compliance, scalability, and security for mission-critical processes
- Drove pre-sales efforts: requirements gathering, PoC development, RFP/RFI responses, and demos - winning major aviation and enterprise clients
- Led SAP automation for Hitachi by designing and deploying robust bots that optimized workflows, reduced processing time, and enhanced data accuracy across key functions.
- Built reusable automation components and SAP frameworks to standardize development and accelerate delivery
- Collaborated with cross-functional teams at Emirates to align Citrix automation with business goals and industry regulations
- Managed end-to-end implementation: development, testing, UAT, deployment, and hypercare - enabling seamless SAP go-lives
- Delivered user training, detailed documentation, and post-deployment support to drive adoption and sustain performance
- Monitored bot performance, resolved incidents, and led enhancements for Emirates and other high-value clients

Sr. RPA Developer, Etisalat Telecom - Dubai   **Oct 2018 - Oct 2019**

- Automated key telecom processes using UiPath, including customer service and billing workflows, reducing processing time by 80%
- Integrated bots with SAP ERP, CRM, and internal tools, cutting manual effort and errors by over 70%
- Built reusable UiPath components to standardize development and accelerate delivery across SAP and non-SAP use cases
- Managed full bot lifecycle via UiPath Studio and Orchestrator, ensuring high performance, resilience, and scalability
- Improved reliability with robust exception handling, reducing incident resolution time by 40%
- Partnered with business teams for requirement gathering, testing, and deployment, ensuring alignment with SLAs and SAP data integrity
- Conducted post-deployment analysis to optimize performance and maximize ROI
- Delivered training, documentation, and support for smooth adoption across business units
- Used UiPath Orchestrator dashboards to monitor bots, fine-tune schedules, and ensure consistent SLA compliance

RPA Developer, Prudential Global Services - India   **Nov 2017 - Oct 2018**

- Automated insurance processes such as policy administration and claims management using UiPath, increasing process efficiency and accuracy
- Involved in full project lifecycle: requirements analysis, solution design, development, testing, deployment, and hypercare

Programmer Analyst, Cognizant Technology Solutions - India   Mar 2015 - Oct 2017
- Developed and maintained ETL workflows for large-scale data warehousing projects using Informatica PowerCenter, Oracle, and AutoSys
- Delivered projects like Sales Analytics and Customer 360 View, achieving data load performance improvements of up to 20%
- Handled production support, performance optimization, and data quality checks to meet business requirements
- Worked within Agile teams to deliver on tight timelines and maintain quality standards

Software Developer, J Square Ltd. - India   Mar 2014 - Mar 2015
- Developed Android apps using Java, XML, and Android SDK
- Built responsive UI components and integrated RESTful APIs and third-party libraries
- Collaborated with cross-functional teams in Agile environments
- Debugged, tested, and optimized app performance and stability
- Used Git for version control and participated in code reviews
- Assisted in app deployment to the Google Play Store and managed updates

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EDUCATION

V.V.P. Engineering College | 2011 - 2014
Bachelor of Engineering (CSE)

A.V. Parekh Technical Institute | 2008 - 2011
Diploma

CERTIFICATIONS

- Automation Anywhere Advance [A360]
- Automation Anywhere Business Analyst
- Automation Anywhere Appreciation Certificates
- UiPath RPA Advanced
- UiPath Business Analyst
- UiPath Orchestrator
- UiPath SAP