

# SHAIK GOWS

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## CAREER SUMMARY

- Dynamic and results-oriented Senior RPA Consultant with a strong focus on delivering innovative automation solutions across diverse industries, particularly in banking and logistics, leveraging extensive expertise in RPA technologies to enhance operational efficiency, preferably within GCC countries.
- Accumulated over 9 years of comprehensive experience in the field of Robotic Process Automation (RPA), specializing in the banking and logistics sectors, demonstrating a robust ability to drive automation initiatives that streamline processes and improve productivity.
- Currently serving as an RPA Technical Lead at Arab Financial Services in Manama, Bahrain, overseeing the design and implementation of automation solutions that drive operational excellence.
- Developed a profound understanding of RPA methodologies and best practices, having transitioned through various roles that enriched knowledge in process design, automation feasibility studies, and solution delivery, thereby fostering a well-rounded skill set.
- Possess exceptional leadership qualities, effectively mentoring and guiding teams through the automation development lifecycle, ensuring adherence to best practices and fostering a culture of continuous improvement and innovation.
- Established expertise in conducting thorough process analyses and feasibility studies, enabling the identification of automation opportunities that align with organizational goals and drive strategic initiatives.
- Knowledgeable in the intricacies of RPA tools and technologies, particularly Blue Prism, with a strong capability to design and implement scalable automation solutions that meet the evolving needs of businesses.
- Proven ability to deliver measurable business value, achieving significant cost reductions and efficiency improvements, including saving 57 FTE through automation initiatives.
- Expert in end-to-end RPA lifecycle management, including process analysis, feasibility studies, solution design, development, UAT, SIT, and production support.
- Skilled in implementing multi-bot architectures, exception handling, workflow optimization, and ensuring scalability and robustness in RPA solutions.
- Certified in Blue Prism (AD01 & APD01) and PEGA PRPC, with strong knowledge of Agile methodologies, ensuring efficient project delivery and continuous improvements.
- Skillful at creating detailed Process Design Documents (PDD) and Solution Design Documents (SDD) to ensure smooth implementation and adherence to RPA best practices.

## CERTIFICATION

- AD01 Blue Prism & APD01 Blue Prism Certified
- Certified PEGA PRPC System Architect CSA V7.2
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## EXPERTISE

Robotic Process Automation (RPA) | End-to-End Automation Lifecycle Management | Multi-Bot Architecture Implementation | Process Design & Documentation | RPA Feasibility Analysis & Process Optimization | Negotiation & Deal Structuring | Exception Handling & Error Management | Production Support & Incident Management | Process Re-engineering & Lean Automation | Cross-Functional Collaboration | Change Management & Adaptability | Project Management & Execution | Risk Management & Compliance | Banking and Logistics Sector Automation | Leadership & Team Mentoring | Scalable Automation Solutions | Workflow Optimization | Solution Delivery

## TECHNICAL SKILLS

Blue Prism (Certified AD01 & APD01 Blue Prism) | UiPath | Automation Anywhere | OpenBots | Microsoft Power Automate | Python (Basic) | C | C# | PySpark | SQL | Oracle 11g | MS SQL Server | Azure Data Factory | PEGA PRPC (Certified PEGA PRPC System Architect CSA V7.2) | Agile Scrum | Waterfall | Unit Testing | Integration Testing (SIT) | User Acceptance Testing (UAT) | Production Support | Incident Management | Windows Mode (Application Integration) | HTML Mode (Application Integration) | Mainframe Mode (Application Integration) | Accessibility Mode (Application Integration)

## PROFESSIONAL EXPERIENCE

### RPA Technical Lead | Arab Financial Services | Bahrain

*December 2023 – Present*

- Spearheading the design and delivery of end-to-end RPA solutions for critical banking and logistics processes, driving operational efficiency and cost savings.
- Leading a team in implementing multi-robot architecture, enabling seamless automation of complex business workflows and reducing manual intervention.
- Conducting comprehensive feasibility studies to assess the scope of automation, ensuring optimal resource utilization and effective process improvements.
- Delivering robust automation solutions using Blue Prism, ensuring system scalability and long-term maintainability.
- Managing the production support process, ensuring seamless bot execution, and addressing incidents promptly to minimize business disruptions.
- Reporting key production statistics to stakeholders, helping identify areas for process optimization and continuous improvement.

### Lead Developer/Solution Designer | DAR Middle East Information Technology | Saudi Arabia

*June 2022 – November 2023*

- Designed and developed high-performance RPA solutions, automating business-critical processes in banking and logistics sectors, which resulted in significant operational improvements.
- Orchestrated the automation lifecycle from process design to implementation, ensuring high-quality deliverables that adhered to RPA best practices and client specifications.
- Led the development of reusable business objects in Blue Prism, streamlining automation efforts and reducing development time for future processes.
- Drove successful System Integration Testing (SIT) and User Acceptance Testing (UAT) to ensure automated processes were robust, reliable, and met business requirements.
- Delivered solutions that resulted in 57 FTE savings through automation, significantly enhancing operational efficiency.

### Certified RPA Developer/Senior Developer | HSBC Data Processing India Pvt. Ltd. | India

*June 2017 – April 2022*

- Played a pivotal role in automating complex banking operations by designing and developing RPA solutions using Blue Prism for enhanced business process efficiency.
- Collaborated with process SMEs to conduct Initial Process Analysis (IPA) and create comprehensive Process Design Documents (PDD) that captured intricate business workflows.
- Delivered automated solutions with a focus on scalability and maintainability, driving long-term process efficiency and reducing operational bottlenecks.
- Conducted detailed exception handling, ensuring that automated processes were resilient and capable of managing edge cases with minimal manual intervention.

### Operations Executive | HSBC Data Processing India Pvt. Ltd. | India

*May 2016 – May 2017*

- Managed and resolved customer queries efficiently through phone and email, contributing to high levels of customer satisfaction.

## **EDUCATION**

B. Tech | Electronics & Communications Engineering | S.V.K.R College of Engineering & Technology 2015

Diploma | Electronics & Communications Engineering | A.A.N.M. & V.V.R.S.R Polytechnic 2010