SHYAM SRIDHAR

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EXECUTIVE SUMMARY

→ Dynamic professional with over 20+ years of relevant IT experience (total experience of 24+ years) in Delivery or Program Management, and Quality Control and handling of RPA Practice (COE) in domains including BFSI, Education, Engineering Services, Life Science, Manufacturing and Retail, Automobile, HRM, and Healthcare.

→ RPA Tool Experience - Automation Anywhere 360, 2019, 11.0, and a good knowledge on UiPath.

→ Handling of Supply Chain (SupplyVU) or Work Flow Management (WFM) Industry-based projects as a Service – experience in successful implementation for Manufacturing and Engineering industries.

→ Have setup RPA Centre of Excellence (COE) in Techwave including business partnership with Automation Anywhere, and UiPath. Instrumental in developing a home-grown Chatbot (Ask TAD) using NLP and automation tool (TAP) using Dot Net technology.

→ Good exposure to Planning, Designing, and Implementation of RPA Solutioning Process.

→ Successfully implemented Business Process Automation for Education, Life Sciences, Manufacturing, Finance and Health Insurance project.

→ Handled Customer facing roles for India, European, ANZ, and North American clients.

→ Responsible for Customer Interaction on Deal Finalization (including Project Proposal, Bidding, and Statement of Work).

→ Adept at implementing RPA and Test Process using Agile Methodology with Scrum Framework.

→ Adept in Project Plan, Communication Strategy, Risk Management, Test Management, Resource Management, People Management, and Multi-Vendor Management.

→ Worked in setting up Testing Centre of Excellence (COE) at IBM and Capgemini.

→ Good exposure to Pre-Sales (Solutioning) activities, client presentations, Conducting Training and Certifications, and on Vendor Procurement for Training and Certifications like ISTQB.

→ Successfully managed a large project size of 100 with complete delivery, people management and P&L responsibilities.

KEY ACHIEVEMENTS

→ Successfully setup RPA Center of Excellence (COE) at
  - Techwave Consulting India Pvt Ltd., 4 major projects in Manufacturing, Life Sciences, Education and Engineering Services sector with a total of 20 FTE's and 10 Million US Dollar revenue, span of 2 years.
  - Hinduja Global Solutions (HGS), a total 10 FTEs and 0.2 Million US Dollar revenue, span of 1 year.

→ Successfully delivered and implemented the following at
  - **Techwave**; Bot Implementation for Admission Checklist process (by saving 4 FTE's) and Novus Portal Download and Upload Automation (2 FTE's), Pole Load Analysis process (2 FTE's), Carousel Invoice Data Extraction (5 FTE's), Life Sciences Customer Information Extract, and Invoice Data Extraction (3 FTE's). Work Flow Management (SupplyVU) implementation for a leading Manufacturing tool (4 FTE's).
  - **HGS**; Parking and Posting of Invoices in SAP through Automation Anywhere 10.7.3. Implemented CCP Notes, Image Downloading, Audit Provider Control (APC), and DRG-Kickout Letters Automation through Automation Anywhere 10.7.3, thereby saving of 10 FTE's for Humana Client.

→ Successful Proof of Concept (POC) at both Techwave and HGS using Automation Anywhere, and UiPath for major accounts.

→ Set up a Virtual Test Factory model for Warner Brothers and Burberry accounts to deliver Testing Services using a network of Testing Centre's for Capgemini in 2016 - 2017.

→ Highly successful delivery and implementation of SPOC project for BNPP Cardiff at Captive location using SOA with Agile – Scrum Methodology in 2012 - 2015.

→ Efficient handling on Escalation Procedures and timely action of resolution of a Data Migration project for Lloyds Banking Group, UK in 2010 – 2011.

→ Successfully performed Load Testing and implemented India Leave Processing System (including Leave Year Closure) for IBM India using Lotus Notes 7.0 in 2006 – 2007.

→ Successfully delivered a Proof of Concept on Performance Testing (called Long Running Testing) using a Telematics device for Daimler Chrysler Client in 2005 – 2006.

AREAS EXPOSED

→ Sound knowledge on Industry standard RPA Tools including Automation Anywhere and UiPath.
→ Good exposure on Supply Chain Management.
→ Strong experience in Software Testing Process including Verification Matrices to ensure complete and exhaustive Test Coverage and Defects Management.
→ Hands on experience in Testing Software Applications both Functional (Manual) as well as using Automation (Selenium 2.53.1) Framework and Performance Testing using Micro Focus LoadRunner 12.50.
→ Ensure DevOps practice and usage of Thunderhead tool for a successful Software Development and Testing Project at BNPP Cardiff captive unit.
→ Have sufficient knowledge on Cloud Migration using AWS (Amazon Web Services).
→ Good knowledge on Agile, Scrum, Kanban, SAFe, Burn-Up, Burn-Down Charts, Burn Up Charts, and Planning Poker.

CAREER GRAPH HIGHLIGHTS

Current Employer: Techwave Consulting India Pvt Ltd., November 2019 to Till Date
Associate Director (Program Manager) reporting to **Vice President**

→ Setup of RPA Center of Excellence (COE) including business partnership with Automation Anywhere and UiPath.
→ Extensively responsible for home grown SupplyVU Application as a Service catering to several Supply Chain Industries. Successfully integrated RPA with ERP and Supply Chain Application for JPW with a revenue of 5 Million US Dollar with Year-on-Year (YoY) growth by 5%.
→ Conducted RPA Webinar session from India Region.
→ Working in Tandem with Inside Sales, Pre-Sales, Sales, Partnership, and other cross BU's throughout Techwave Global.
→ Global Campaigning across A-NZ, APAC, India, East and West Europe, US, and EMEA region.
→ Successfully developed a home-grown automation tool, TAP (Techwave Autonetics Platform).
→ Provided RPA Solutions for major clients including Sequent Pharma, Westcon, Indian School of Business, Cummins, and Carousel. External Bookings of 8 Million Dollar and revenue of 5 Million US Dollar with Year-on-Year (YoY) growth by 10%.
→ Successful implementation of IT Services including Onboarding and Offboarding activities comprising of Active Directory (AD) processes, Distribution Lists and Licenses setup, and random password generation.
→ Provided Data Scraping, Data Crawling from Web Pages, PDF using IQ Bot and OCR Extraction Techniques, Google Map Data Extraction, and Retrieval of Unstructured Documents using AI/ML. Have worked extensively on Handwritten extraction, Digital Signature comparison, 2-Way Account Matching and Reconciliation for P2P and O2C supply chain functionalities.
→ Successfully implemented home grown Chatbot tool (TAD – Techwave Auto Dialog) using NLP.

Previous Employer: Hinduja Global Solutions Ltd., September 2018 to November 2019
Senior Manager reporting to **Senior Vice President**

→ Heading Humana – RPA, a healthcare project with 4 Designers and 7 Developers. Have successfully automated four Business Processes with FTE Savings of 10 and ROI Savings of approximately 0.2 Million US Dollar. Have used the combination of Attended and Unattended Bots for different Business Processes.
→ Worked on Pre-Sales pitch for Dubai, US and Europe RPA Projects that includes Al Rawabi, Zurich Automation and Aetna projects.
→ Setup RPA - Automation Anywhere 10.7.3 (Control Room 10.5.11 and IQ Bot 5.3.0 for Finance project to automate Parking and Posting of Invoices through SAP 7.4. E-Scanned Invoices (PDF) were trained using IQ Bot and converted to Excel which was input to SAP to Park and Post Invoices. This includes validation of Form and Table data PDF invoices. 500 invoices per month were scanned to Park and Post in SAP.
→ Setup RPA – Automation Anywhere 11.3 (Control Room 11.0) for Health Insurance project – Blue Shield of California (BSC) to automate Business Process of 'Plan Change' that includes two level access of Citrix followed by input and validation of Facets data through Excel.

Previous Employer: Capgemini India Pvt. Ltd., October 2015 to July 2017

Manager reporting to **Vice President.**
→ Worked for VMWare Account to create Knowledge Building Tracker
→ Set up VTF (Virtual Test Factory) Model for Pilot project accounts Warner Brothers and Burberry. The key accounts were targeted to provide Testing Resources and to generate Cost Savings by implementing Manual and Automated Test Resources and were successfully carried out for Warner Brothers and Burberry accounts.

Previous Employer: IBM India Pvt. Ltd., June 2006 to September 2015
Project Manager reporting to **Business Unit Head** or **Practice Area Lead**, Oct 2011 to Sep 2015
Test Manager, Jan 2008 to Sep 2011
Test Architect, June 2005 to Dec 2007
Senior Test Engineer, June 2004 to May 2005

→ Excellent Vendor Management skills by ensuring Stability in Production – Zero high severities leaked from Testing Phase to Production
→ Responsible for first time implementation of SPOC Project (BNPP Cardiff) and a Proof of Concept on Performance Testing using a Telematics device for Daimler Chrysler.
→ Delivered successful testing projects across Europe (France, German, UK) and North America using different phases of Software Testing
→ Good Exposure to Database Testing by supporting Data Staging (ETL) activities for SADM Project.
→ Presentation of Test Automation Framework and Test Automation Strategy for Norkom Project POC.
→ Audit program by ASCA for India Leave Processing System V1.0

Past Working Experience
→ India Intellisys Technology Pvt. Ltd., Chennai as a Programmer Analyst from August 2001 to June 2004
→ Tata Consultancy Services, Chennai as Module Leader and Test Engineer from January 1998 to July 2000 and ASA Trainee from September 1996 to December 1997

Outside India
→ Toronto, Canada - Bank of Montreal, Test Project Manager – 2010 (2 Months)
→ Los Angeles, USA - Toyota Logistics Services, Test Manager – 2009 (2 Months)
→ Auckland, New Zealand – Vodafone, Test Architect – 2007 (2 Months)
→ New Jersey, USA – Prudential, Test Engineer – 1997 (6 Months)

AWARDS AND RECOGNITION
→ Congratulatory award from Carousel client for successful bot implementation of Invoice Data Extraction in a short span of time. Received appreciation note by client and improved Turn Around Time (TAT) by 80%.
→ Honoured with successful implementation of JPW Supply Chain Integration using the bot within a quarter.
→ Generated 10-million-us-dollar revenue by delivering quality project within schedule time.
→ Honoured with Bravo award from BNPP CARDIF client on successful and on-time delivery of Projects.
→ Honoured with Bravo award from Testing Competency Practice Area Lead on successfully mentoring of colleagues and initiating ISTQB Certification drive throughout IBM, India.
→ Congratulatory award from
   • IBM Germany team on successfully executing the performance of FCDA project for DC client.
   • IBM India - HR Team on initiating new practices of testing Lotus Notes applications.
→ Received an appreciation from CFS client for successful System Testing demo, May-June 2009, IBM, India.
→ Was an active member in "Test 2008 - Agility in Testing" - an International Conference on Software Testing.

CERTIFICATIONS

→ EXIN AGILE SCRUM Certified on 10-Feb-2018
→ Automation Anywhere Certified Advanced RPA Professional – April 2018
→ Automation Anywhere Advanced Learning Certification – April 2018
→ WorkFusion – Automation Essentials - March 2018
→ PRINCE2 (2009 Edition) Practitioner Certified (APMG Accredited)
→ International Software Testing Qualifications Board (ISTQB) Certified Tester - Advanced Level (Functional).
→ Certified Software for Test Manager (CSTM).
→ Certified Software for Test Professional (CSTP) - Level 2.

PROFESSIONAL TRAINING

→ Undergone Infosys Finacle Functional and Technical Training in 2008.

SKILL SET

Environment: Lotus Notes 7.0, Red Hat Linux 7, Mule 3.2 (ESB), Sonar 2.12, Jenkins 1.4.4.1, Maven 3.0, CSVN 2.2.1, JBoss - As 7.0.2, MQ Series, XML, Java 2, Java Server Pages, DB2 9.1.5, and Oracle 10.2

Tools: HP – ALM 12.21, Rational Tools - MS OFFICE 2007 (MPP, Visio), MS Project, MS Share Point, ServiceNow, Altova XML Spy 2011 Release 3, Rational Quality Manager 4.0, Test Director 8.1, Bugzilla 2.0, WinSCP 3.76, Thunderhead 5.1.5.34, Atlassian JIRA 4.1.2, Rational ClearCase 7.1, Rational Portfolio Manager, and EMC Documentum eRoom 7.4.3, GIT 2.10.1

ACADEMIC RECORDS

2014   **International MBA Program on Project Management** from Ulyanovsk State University
(Affiliated to Moscow University), Distinction
1996   **Bachelor's Degree in Computer Science and Engineering** from Madras University, Chennai, First Class