

**Domain/ Sub-Domain Experience**

* Travel
* Hotel

**Core Competency**

* RPA (Automation Anywhere v11, A360 and UiPath)
* Python
* Visual Basic Application
* Scripts (.NET, VBScript, LINQ)
* Chatbot (JS liveperson)

**Professional Certifications**

* Certified Advance Developer (UiPath)
* Automation Anywhere A360 Advanced/ Master
* Android

**Education Qualification**

* Master of Computer Applications (2017)

**Shubham arora**

Senior software engineer

L1 Technical Support

Current – Student IIT Ropar (Minor in AI)

## Profile Summary

* Over 6 years of experience in **RPA (AI Technology), Chabot** with a focus on clean code and best practices.
* L1 Technical Support for IT BPO Operations.
* Current – Student at IIT Ropar (Minor in AI).
* Had experience to collaborate with different teams.
* Worked with different teams in making changes in developed processes as per the Process Design Document (PDD) to meet the defined requirements.
* Engage with the skill set of Automation tools like UiPath, Automation Anywhere 360 to 10 Juniors.
* Participated in UiPath Hackathon 2022.
* Highly proficient in participated in online meetings to demonstrate the capabilities of RPA for on-going projects and potential clients
* Hands on experience in working closely with Process SMEs to prepare Process Definition Document (PDD) & Solution Design Document(SDD) and educated SMEs to work with Bots in production
* Gathered our customer’s business requirements and clearly documented them in order to our RPA Consultant teams to deploy automation projects in an optimal manner

## Employers

* IGT solutions – 13 February 2019 – till Date

## Achievements

* 3 times Appreciation as Individual in RPA.
* 1 time Appreciation as Team in RPA.
* 2 times Appreciation in L1 Support.
* Appreciation on Completing 6Years in IGT

**Area of Expertise**

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| **Operating System** | Windows |
| **Programming Languages** | .Net, VB, VBA, Python |
| **Automation Technology** | Automation Anywhere v11/A360, UiPath, Power Automate, Chatbot |

**Project Experience**

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| **IGT** | |
| **Role- Senior Software Engineer** | |
| **Project Name** | **Compliance Training using UiPath** |
| **Client** | United |
| **Project Description** | * Compliance Training process was identified for automation where bot has to work on multiple reports and enter data in the TOL sheet for all employees who failed to complete the training within timelines. And that reports to update in the Share Point according to the Quarter basis. This helps the Business in Creates a more accurate report for non-compliance and potential assignment, provides standard investigation report tool, reduces turn-around time, reduces human errors and process variances, Supports utilization of employees for other critical tasks.   UiPath BOT to UiPath Work Queue to execute the below sub-processes as it’s Scalable.     * Dispatcher - BOT performs this process as it downloads the Training Report and Upload to Share Point then BOT had to had to download the Input Training Title Report with the Given Mandatory Information and Dispatch the Information to Queue after filtering the Excel File with the given Cases and scenarios. * Performer - BOT performs the action with the matched Training Title, UserID and User Name from the Excel File and verify the Status of the Current User whether Training is Completed, Active or in Archived State with the Business rules and Logics and then Output to be upload in the Share Point. |

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| **Project Name** | **xCLR SharesCount Phase 2 using UiPath (Multi-BOT Performer)** |
| **Client** | United |
| **Project Description** | * xCLR SharesCount Phase 2 process was identified for automation where to calculate the Load of Flight with the number of Passengers (Adults, Infants, Child), Crews, Pilots. This BOT extracts the Data from the Shares Application Mainframe for Shares Pax Count and then uses the 5 different API’s to extract the data from different API and update the data on the excel sheet to calculate the Result and also acknowledges the Color code behavior on each Output to tackle the Load of Flight exceeds or not.   UiPath BOT to UiPath Work Queue to execute the below sub-processes  Implemented a scalable approach as below:   * Dispatcher BOT : Dispatcher Bot runs on the Single VM downloads the Input Report from the mail and converts the CSV to XLSX File and Dispatch the Items to Queue. * Performer BOT : Performer Bot checks the Input File present or not for further Actions.  1. Each UserID moves the Template to it’s User Folder 2. Launches the Mainframe Application (Shares) and extracts the Data that receives from the Queues after LogIn to Application. 3. Bot uses the 5 Different API’s to extract the Expected Output from the API using current Queue Data. 4. Bot just merges the expected Output to single Excel and adds the color to the Expected each cell with the given Color and range. |

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| **Project Name** | **Event Summary Report using UiPath** |
| **Client** | Knowland |
| **Project Description** | * Event Summary Report Knowland process was identified for automation where BOT outlook receives mails with attachments from their clients (hotels), which contain data about the events scheduled to be held in their property from the current week to the next week. The reporting agent from the operations team process this data and generates a separate PDF reports with the events information, grouped by the event date for every hotel that sends the data. Hotels send their event data to Knowland on weekly basis for this reporting.   UiPath BOT to UiPath Work Queue to execute the below sub-processes  Implemented a scalable approach as below:   * Single BOT uses the Dispatcher as well Performer  1. Bot downloads the CSV,TXT or xls\* file and Converts to the xlsx File. 2. For every Filtered Mail, Bot extracts the MID, Timestamp, Hotel Name, Submission Form, FileName, Subject and Sender. 3. Bot to move the File for processing and dispatch the filename as Queue item with timestamp to avoid redundancy.   Performer   1. Bot checks all the Mandatory columns present or not to take further actions. 2. In case Mandatory Columns not present, Mail to be triggered to business with the pending items with their MID. 3. Bot to extract the Mandatory columns with the data and append to the Excel File. 4. Then Bot to take actions by converting the file to PDF Format using VBA and Append the record in Event Submission Summary Report. |

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| **Project Name** | **EUD Compliance Report using UiPath and VBA** |
| **Client** | IGT |
| **Project Description** | * EUD Compliance Reportprocess was identified for automation where BOT has to receives the mail from different Sources to calculate the Total assets with their Specification and their allocations to the given User.   Implemented a scalable approach with the use of VBA Macro.   * Bot receives the different Mails from different sources of IGT.   Task :- to calculate the total assets with their Percentage of Compliant, Non-Compliant, Required Servers Intalled or Not Installed on the Systems. |

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| **Project Name** | **UiPath Hackathon 2022 (AI Center(Document Understanding), Storage Bucket, UiPath Apps)** |
| **Project Description** | * In UiPath Hackathon, Bot ability was to extract the Information from the Pilot Passport/License Document, where Pilot Details are fetched and executed from UiPath Bot and Updated in UiPath Data Service which works as Database for Backend Team. * There will be time-saving by Updating as well as Creation of Passport by UiPath Apps and by use of Document Understanding which will save to the Uipath Data Service and also avoids the Redundancy Factor ,Bot all details are checked and Update in the UiPath Storage Bucket and mail to be triggered.   Implemented a scalable approach as below:   * Bot to select as attended for Pilot whether to verify his/her identity with License or Passport * Pilot to fill the details according to the selected Radio whether the License Number or Passport Number. * Then Bot will verify the all Images in the Input folder and Extract the Information and saved to the Data service (Storage Bucket). * If Pilot License Number/Passport Number matched then He/she is eligible for the TakeOff. |

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| **Project Name** | **Contract Tracing using Automation Anywhere360 (Bot Monitoring and Monthly Report Created)** |
| **Client** | KLM |
| **Project Description** | * KLM Contract Tracing Report Passenger Data Consolidation for Contact Tracing Process --- KLM Health Services, Process involves extraction of contact information for passengers who have flown on KLM flights to be used by KLM Health Services team for contact tracing purposes. The information of passengers who occupied “specific seats” is extracted from “Altea DC or Reservation system “ and consolidated into an excel which is sent as an output of the process to KLM. * Monthly Report Creation :- Created the Bot using Automation Anywhere 360 and VBA, where all the data and count rows are Finalized in the Report. |

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| **Project Name** | **Huazhu using Automation Anywhere** |
| **Client** | Accor Hotels |
| **Project Description** | * Huazhu process was identified for automation where process that has been selected for automation is Huazhu AHBO Rate Mapping. The process involves updating the TARS Keys every month for IBIS and IBIS STY property in Huazhu.   Implemented a scalable approach as below:   * Downloading the TK loading file from Dataweb using Hotel ID * Creation of Hotel List file in a specified format from the Hotel List provided by Business * Update TK codes from TK Loading file in Dataweb * Updating appropriate remarks in status column of TK loading file * Creation of Rate mapping file in a specified format * Saving the updated TK Loading and Rate Mapping files at a shared location |

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| **Project Name** | **Accor Hotels Project using Automation Anywhere v11 (BOT Monitoring and Enhancement according to Scenario )** |
| **Client** | Accor Hotels |
| **Project Description** | * ContactDistribution * ContractLoading * Dayuse * Filecreation * LanyonExtraction data * MetaSearch * PasskeyService Now * PCCUpdate * RateCode * RateLoading |

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| **Project Name** | **UPH Schedule Change (United IGT)** |
| **Client** | IGT (Internal Desk) |
| **Project Description** | * UPH Schedule Change(united Per Hour) Report was identified for the automation where the IGT’s United Agents Hour time to be calculated according to their System work their approved call and Leads in their 5 processes. |

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| **Project Name** | ClearTrip Report (Bot Monitoring and Enhancement) |
| **Client** | IGT (Internal) |
| **Project Description** | * ClearTrip Report was identified as automation where all the details of different process to be downloaded and gathered as Input and Aggregate the data as output using VBA script. |

**Contact Information**

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