

PROFESSIONAL EXPERIENCE

- Banking, Financial Services and Insurance (BFSI) and Healthcare domain for UK and US based clients.
- **7.6 years** of relevant work experience.
- Received **AAA** performance bands in appraisal process. (Highest for 3 consecutive years)
- Programming Languages: C#, ASP.NET, SSIS, Python, C, and Java.
- Databases: Microsoft SQL Server 2012/14, MySQL.
- IDEs: Microsoft Visual Studio and Android Studio.
- Tools: **Blue Prism, Pega Robotic Automation Studio, UiPath Studio,**
Power Automate, Microsoft Business Intelligence/ SQL Server
Integration Services on Visual Studio 2008/13, VMware® Workstation for
OS Virtualization, Git, TFS, Eclipse, Jenkins, Postman, Jira, Flask, Rally,
Confluence, Shibumi, Mattermost, CyberArk, Visio, MsOffice,
ServiceNow Flow Designer, ALM, VsCode, Infosys Live Enterprise
Application Management Platform(LEAP).
- Development methodologies: **Agile**, Waterfall, DevOps, Rapid application development (RAD).
- Operating Systems: Windows, Linux.

INFOSYS LTD.

February 2022 – Present

ROBOTIC PROCESS AUTOMATION TECHNOLOGY LEAD / C#.NET / PYTHON

February 2022 – Present

- Received the “**KUDOS Award Q2 FY2023**” for developing robotic process automations which resulted in eliminating the manual **Sarbanes-Oxley (SOX) compliance** auditing of Unit Test Plans and Results for every Project and Defect in every Release cycle. Reducing the **Audit Completion Time by 95% saving costs up to 12,600 hours** annually. Hence, speeding up Release delivery by **4x**.
- Received multiple “**INSTA Awards**” for delivering the automations in very short time with **quality output**. My knowledge, technical skills, dedication and proactiveness has been well appreciated by the clients.
- Eliminated manual **Defect Tracking** by developing automation for effective tracking of Code defects in **Regression and Functional Testing** by timely reporting to the stakeholders. Resulting in projected annual savings of **14000 USD**.
- Eliminated manual Server Restart process after daily and weekend server maintenance task by developing automation for performing RESTART Server operations for 350+ WAS and Liberty Servers. Reducing the aggregated **Server Recycling Time 63% saving costs up to 2,496 hours** annually.
- Eliminated **Manual Tickets Assignments** in ServiceNow by developing **Intelligent Automation** to predict the appropriate support executive for resolving a certain type of ticket by performing **Problem Management Analytics (PMA)** using **Infosys LEAP** together with **Infosys Intelligent Cognitive Automation Platform (ICAP)** and **Service Now Flow Designer** Automations with Python **Flask**.
- Implemented **Sentiment Analysis** of the Ticket caller comments for determining the **Customer Satisfaction Index**.
- Implemented **Semantic Search** within **ServiceNow** Knowledge Base Articles for suggesting possible solutions for Incidents using **FAISS** embeddings.

TATA CONSULTANCY SERVICES LTD.

March 2016 – February 2022

ROBOTIC PROCESS AUTOMATION DEVELOPER / C#.NET

July 2018 – February 2022

- Received the “**Best Performance Improvement Award FY19**” for developing robotic automations which resulted in **achieving customer hard savings of USD \$3.2 million**.
- Reduced Claim Eligibility Resyncs **Request Completion Time by 83% saving costs up to 6924 hours** annually, by automating restricted account information extraction from service now tickets and updating member information into Mainframes.
- Reduced Project Intake **Request Completion Time by 43% saving costs up to 900 hours** annually, by automating project intake Excel forms data validation and upload to Delivery Planning Tool.
- Reduced Ticket **Resolution Time by 17% saving 365 hours** annually, by automating Service Component Architecture (SCA) Failed Event Reporting.
- Received the “**Star of the Month Award**” for quickly resolving critical issues hence, speeding up project delivery.
- Developed automations involving interactions with **Citrix Published Applications**, .NET, PowerBuilder, Java, Web, Mainframe, Web Services, Oracle Forms, Databases and Microsoft Office (Word, Excel and Outlook).
- Developed Algorithm for handling complex Excel workbooks.
- Provided suggestions and ideas to enable DevOps in RPA Development using the **Pega Deployment Manager**.
- Conducted several knowledge sharing and issue resolving sessions with the interorganizational developers. Received the “**On the Spot- Learning Catalyst Award**” for the same.
- Supported **Blue Prism** Migration/Upgrade from v6.4 to v6.10.

DEVOPS DEVELOPER/ C#.NET

February 2018 – June 2018

- Completed a POC on **DevOps CI\CD** and presented it to the client **CEO** and **CTO**.
- Developed an application to connect **MS TFS 2017** with the **HP ALM** for invoking functional tests in ALM from TFS and **defects handling**.
- Developed **robot** for automating installations required for setting up **servers** for the client applications.
- Developed custom scripts for intelligently controlling the keyboard hooks for automating the client applications, developing features which are not available out of the box in **Pega Robotics**.

SQL SERVER INTEGRATION SERVICES (SSIS) DEVELOPER / C#.NET

August 2016 – January 2018

- Developed SSIS package to capture relevant logs from the **SSISDB Catalog** using **Slowly Changing Dimension**.
- Developed a **Bulk Sample Data File Generator** app which is being used to generate input data files of huge sizes and unique records with a lot of possible customizations. It has received a lot of appreciation from **interorganizational** developers.
- Developed algorithms to calculate defect **SLA** breach times.
- Developed a **Defect Monitoring and Reporting system** for: Getting all the required latest Defect data from ALM, Calculating the SLA Breach Date Time and Total working hours with Build of defects, for effective tracking to stay updated about the current status of the defects, to take required actions on time. Also, generating and broadcasting defect status reports via automated emails to the desired recipients at scheduled time.

APPLICATION DEVELOPER/ ASP.NET/ C#.NET/ SQL

March 2016 – July 2016

- Developed application for managing accommodation allocation and training batch tagging for new joiners.
- Received '**Star Learner**' awards.

EDUCATION

KASHI INSTITUTE OF TECHNOLOGY (UPTU), VARANASI

2011 – 2015

Bachelor of Technology in Computer Science & Engineering – 72.94%

- Developed a speech-based **Virtual Assistant System** capable of providing remote access to the user's devices via voice commands.
- Developed an application for **Human-Interface Device (HID) Theft Detection**.

ST. JOHN'S SCHOOL (CISCE), D.L.W., VARANASI

2007 – 2011

Intermediate – 72.17% and Matriculation – 66%

- Obtained a School **Rank 1**, City Rank 4, State Rank 269 and an All India Rank of 1989 in the **National Cyber Olympiad** organized by The Science Olympiad Foundation, New Delhi.

CERTIFICATIONS AND TRAININGS

- Completed the requirements to be recognized as a **"Professional Scrum Master I (PSM I)"**.
- Completed the training on **"Blue Prism Basic Awareness"** organized by **Blue Prism Academy**.
- Completed the training and exam on **"Pega Robotic Automation Architect Essentials"** organized by **Pega Academy**.
- Completed the training on **"Pega Robotic Automation Advanced Topics"** organized by **Pega Academy**.
- Completed the training on **"Using Pega Robotic Automation Diagnostic Logging Tools"** organized by **Pega Academy**.
- Completed the training on **"RPA Developer Foundation"** organized by **UiPath Academy**.
- Completed the training on **"Data Manipulation in Studio"** organized by **UiPath Academy**.
- Completed the training on **"Data Tables and Excel Automation with Studio"** organized by **UiPath Academy**.
- Completed the training on **"UI Automation with Studio"** organized by **UiPath Academy**.
- Completed the training on **"Introduction to RPA and Automation"** organized by **UiPath Academy**.
- Completed the requirements to be recognized as a **"Microsoft Certified Professional"**.
- Cleared the Microsoft certification exam **"Implementing a Data Warehouse with Microsoft SQL Server 2012/2014"** to be recognized as a **Microsoft SQL Server Integration Services (SSIS) Developer**.
- Completed the requirements to be recognized as a **"Microsoft Technology Associate: Web Development Fundamentals"**.