

Anup Upadhyay

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Experienced Senior RPA digital transformation advisor with a track record of 18 years of success leading diverse technology projects.

CORE COMPETENCIES

- Digital Maturity Assessment
- Process Selection and Prioritization
- Business Process Analysis
- Opportunity Identification & Implementation
- Digital Transformation Platform Selection
- Digital Transformation Solutions
- Service Delivery Project Mgmt.
- Sprint Review & Retrospection

DOMAIN SPECIALISATION

- Manufacturer, Telecom, Healthcare / Insurance
- Entertainment, Hospitality
- Finance, Banking, Airlines

TOOLS SKILLS

- UiPath, Blue Prism, Automation Anywhere, Tricentis RPA
- UFT, Test Complete, Selenium, Coded UI, Test Director, VBA

CERTIFICATIONS

- UiPath(Architect/Orch), Blue Prism, Tricentis RPA, Automation Anywhere
- Certified Scrum Master (License 73349368941504)
- PAHM (America's Health Insurance Plans (AHIP))
- ISTQB (ISEB), eSTG .NET
- HIPPA Certificate

EDUCATION

- Master of Computer Application
- Bachelor of Computer Application

VISA

- H1b - Valid until 2026
- B1 - Valid Until 2025

PROFILE SUMMARY

As a seasoned consultant/ advisor in digital transformation, I have around 18 years of experience in prioritizing and implementing digital transformation initiatives. My expertise lies in major RPA tools such as Automation Anywhere, UiPath, and Blue Prism, as well as in RPA, Hyper Automation, Machine Learning, and Artificial Intelligence.

Solution Design: Collaborate with stakeholders, business analysts, and process owners to understand requirements and design scalable and efficient RPA solutions. Identify automation opportunities and propose suitable solutions using RPA tools and technologies.

Development and Coding: Lead the development and coding efforts for RPA solutions. This involves configuring and customizing RPA software platforms, creating automation workflows, developing scripts, and integrating applications and systems.

Technical Leadership: Provide technical leadership and guidance to the development team. Mentor and coach junior developers, review their code, and ensure adherence to coding standards and best practices. Resolve technical issues and challenges encountered during development.

Deployment and Maintenance: Oversee the deployment and implementation of RPA solutions in production environments. Collaborate with infrastructure teams to ensure smooth deployment and monitor the performance of automation processes. Provide ongoing maintenance and support, including troubleshooting and resolving issues that arise post-implementation.

Documentation and Reporting: Create comprehensive technical documentation, including solution design, workflows, and configurations. Generate reports and provide regular updates to stakeholders on project progress, key metrics, and performance improvements achieved through RPA.

NOTEWORTHY ACCOMPLISHMENTS

- Expert in major **RPA** tools: UiPath, Blue Prism, Automation Anywhere, Tricentis RPA, also an expert in **VBA** Macros and OTA API Programming.
- Expert in all the major Automation Testing tools: **UFT, Selenium, Test Complete, Coded UI.**
- Skilled in utilizing MS PowerPoint, Visio, Word, Excel, and Quadrant Mapping tools.
- Responsible for the overall proposal response and pricing inputs for key sales pursuits.
- Capable of creating standard and customized presentation decks promptly, covering a wide range of topics, including high-level functional overviews and detailed technical explanations of key data flows.
- Having a background in pre-sales / bid management, with adequate exposure to testing methodologies, tools, and techniques.
- Demonstrated experience of working with globally distributed teams across various technologies, domains, and business functions.

WORK EXPERIENCE

From September 2023 until the present moment, I have been employed as a Senior RPA Architect at Coforge. In this role, I have utilized my vast expertise to execute and provide assistance for RPA projects, employing cutting-edge tools such as UiPath, Automation Anywhere, and Blue Prism.

Bangalore, INDIA

Coforge is a global digital services and solutions provider, that enables its clients to transform at the intersect of domain expertise and emerging technologies to achieve real-world business impact. Coforge leads with its product engineering approach and leverages Cloud, Data, Integration, and Automation technologies to transform client businesses into intelligent, high-growth enterprises.

PRESALES:

- **Customer Engagement:** Act as a primary point of contact between the RPA provider and potential clients. Build and maintain strong relationships with prospective customers.
- **Understanding Client Needs:** Work closely with potential clients to understand their business processes, pain points, and automation requirements. Conduct in-depth discussions and needs assessments.
- **Solution Presentation:** Create and deliver compelling presentations and demonstrations to showcase how RPA technology can address specific client challenges and improve their operations.
- **Solution Design:** Collaborate with technical teams to design customized RPA solutions tailored to meet the unique requirements of each client. This may involve creating process maps, defining automation workflows, and estimating project costs.
- **Proposal Development:** Prepare detailed proposals and quotes outlining the scope of work, project timelines, costs, and expected outcomes. Ensure proposals align with the client's needs and budget.
- **Technical Expertise:** Stay updated on the latest developments in RPA technology and industry trends. Provide technical expertise and advice to clients regarding the implementation of RPA solutions.
- **Competitive Analysis:** Conduct market research and competitive analysis to understand how the RPA offerings compare to those of competitors. Identify key differentiators and advantages.
- **Collaboration:** Collaborate with cross-functional teams, including sales, marketing, and technical teams, to ensure a cohesive and coordinated approach in addressing client needs.
- **Client Education:** Educate clients about the benefits of RPA, potential ROI (Return on Investment), and long-term value. Address any concerns or questions they may have.
- **Proof of Concept (PoC):** Develop and oversee the execution of PoC projects to demonstrate the feasibility and effectiveness of RPA solutions to potential clients.
- **Contract Negotiation:** Participate in contract negotiations, working to secure mutually beneficial terms and agreements that align with the client's expectations and the RPA provider's capabilities.
- **Documentation:** Maintain accurate records of client interactions, proposals, contracts, and project requirements. Ensure all documentation is up to date and organized.
- **Feedback Gathering:** Collect feedback from clients and prospects to continuously improve RPA offerings and tailor solutions to evolving market demands.
- **Sales Support:** Assist the sales team in closing deals by providing technical expertise, addressing client concerns, and facilitating a smooth transition from the pre-sales phase to project implementation.
- **Training:** Provide training and knowledge transfer to internal teams and clients to ensure a successful handover of the project for implementation.
- **Reporting:** Generate regular reports and updates on pre-sales activities, including lead generation, pipeline management, and conversion rates.

SOLUTION ARCHITECT:

- Design and implementation oversight of the process automation.
- Develop and execute RPA strategies for the organization.
- Manage and lead RPA teams, including talent acquisition, development, and performance management.
- Drive growth across the verticals and customer segments for the RPA portfolio.
- Capability building and driving an innovation culture.
- Develop and implement best practices, processes, and delivery management knowledge base for the company.
- Take a proactive part in suggesting technologies, tools, and approaches for RPA projects.
- Drive pre-sales activities, including estimations, architecture reviews, and documentation.
- Govern the delivery of RPA roadmap, prioritization, and service delivery across projects.
- Work closely with business functions and ensure alignment to project timelines, risks, and costs.
- Manage program management, coordination, execution, control, and completion of Programs or Projects related to Robotics Process Automation.
- Oversee end-to-end execution for all Robotics Process Automation projects.

- Ensure the design, code, and overall solution is of top-notch quality and responsible for the overall customer experience in terms of delivery.
- Develop and execute the succession plan of the projects on their account.
- Participate in mentoring and talent development programs for delivery leads and managers.
- Promotes the RPA concept and approach within the organization, with experience in capability development in technical, process, and technology areas.
- Provides technical direction for the development, design, and systems integration for client engagement, from definition phase through to implementation, applying significant knowledge of product and developments to improve service for the RPA factory.

Between March 2023 and August 2023, I held the position of Senior RPA Architect at EPSoft, where I leveraged my extensive experience to implement and support RPA projects using industry-leading tools like UiPath, Automation Anywhere, and Blue Prism.

New Jersey, USA

EPSoft Technologies (www.epsoftinc.com) is a global software company that creates end-to-end business process automation tools. Since 2015, EPSoft has helped organizations drive critical insights for better decision making and deliver optimal performance and productivity through its intelligent automation platform. EPSoft is based in Dallas, Texas, with additional locations in Canada and India.

CLIENT / END CLIENT: EPSOFT / ARRAY TECHNOLOGIES

RESPONSIBILITIES:

- Design and implementation oversight of the process automation.
- Develop and execute RPA strategies for the organization.
- Manage and lead RPA teams, including talent acquisition, development, and performance management.
- Drive growth across the verticals and customer segments for the RPA portfolio.
- Capability building and driving an innovation culture.
- Develop and implement best practices, processes, and delivery management knowledge base for the company.
- Take a proactive part in suggesting technologies, tools, and approaches for RPA projects.
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- Promotes the RPA concept and approach within the organization, with experience in capability development in technical, process, and technology areas.
- Provides technical direction for the development, design, and systems integration for client engagement, from definition phase through to implementation, applying significant knowledge of product and developments to improve service for the RPA factory.

From August 2022 to January 2023, I served as an RPA Sr. Architect at Compunnel, utilizing my expertise in the implementation and supporting RPA development with leading RPA tools such as UiPath, Automation Anywhere, and BluePrism.

New Jersey, USA

Compunnel is a highly regarded IT staffing firm with over 25 years of experience in talent development and human capital management, constantly improving through best-in-class processes and systems.

CLIENT / END CLIENT: TECH MAHINDRA / HILLENBRAND (REMOTE)

RESPONSIBILITIES:

- Design and oversee the implementation of process automation initiatives.
- Develop and execute RPA strategies to drive growth across various customer segments and verticals.
- Build capabilities and foster an innovation culture within the organization.
- Suggest new technologies, tools, and approaches to enhance automation processes.
- Lead presales activities, including architecture reviews, estimations, and documentation.
- Establish best practices and processes for delivery management knowledge base.
- Acquire and manage talent to support automation initiatives.
- Manage and govern the execution of Robotics Process Automation programs and projects from start to finish.
- Ensure delivery governance, prioritization, and service delivery across projects in alignment with business functions.
- Oversee the delivery of top-notch quality solutions to ensure an excellent customer experience.
- Develop and execute succession plans for projects under their management.
- Contribute to the development and implementation of best delivery management practices and processes.
- Mentor and develop delivery leads and managers through participation in talent development programs.

May'22 – From May 2022 to July 2022, I served as an RPA Sr. Architect at Rapport IT. My expertise lies in utilizing leading RPA tools such as UiPath, Automation Anywhere, and BluePrism.

New Jersey, USA

Rapport IT is an expert in IT staffing, mobile application development, and infrastructure services, while also providing RPA consulting and advisory services to enable digital transformation.

CLIENT / END CLIENT: SITERx, NEW YORK

RESPONSIBILITIES:

- Design and implementation oversight of the process automation.
- RPA strategy formulation & execution
- Drive growth across the verticals & customer segments for the RPA portfolio
- Capability building & driving innovation culture
- Take a proactive part in suggesting technologies, tools, and approaches
- Drive presales activities including estimations, architecture reviews, and documentation
- Establish best practices & processes as well as delivery management knowledge base to the company
- Talent acquisition & management
- Responsible for the overall program management, coordination, execution, control and completion of Programs or Projects related to Robotics Process Automation
- End-to-end execution and oversight for all Robotics Process Automation projects
- Responsible for governance of RPA roadmap, prioritization, and Service Delivery across projects
- Work closely with business functions and ensure alignment to project timelines, risks, and costs
- Governing the delivery across stakeholders, handling complicated engineering issues, making sure the design, code and overall solution is of top-notch quality. Is completely responsible for the overall customer experience in terms of delivery
- Responsible for developing and executing the succession plan of the projects on their account
- Takes a proactive role in contributing to the best delivery management practices and processes within the company
- Participates in mentoring and talent development programs for delivery leads and manager

From November 2020 to April 2022, I worked as an RPA Solution Architect at Infomerica Inc. My primary responsibility was to leverage my expertise in Automation Anywhere and assist in the digital transformation efforts of enterprises. Infomerica Inc is a leading technology company that offers cloud solutions and enables digital transformation for enterprises through a suite of disruptive technologies including big data analytics, Watson IoT, mobility, cloud, security, and unified communications to deliver seamless customer experience, business efficiency, and actionable insights.

CLIENT / END CLIENT: IQVIA (REMOTE) - INDIA

Bangalore, India

RESPONSIBILITIES:

- Provide design and implementation oversight for process automation initiatives
- Formulate and execute RPA strategy to drive growth across verticals and customer segments
- Build capabilities and foster innovation culture within the organization
- Proactively suggest new technologies, tools, and approaches for continuous improvement
- Drive presales activities, including estimations, architecture reviews, and documentation
- Establish best practices and processes for RPA delivery management
- Manage talent acquisition and development for RPA projects
- Oversee program management, coordination, execution, control, and completion of RPA initiatives
- Ensure end-to-end execution and oversight of all RPA projects
- Govern RPA roadmap prioritization and service delivery across projects
- Collaborate closely with business functions to ensure alignment with project timelines, risks, and costs
- Manage delivery across stakeholders, handle complicated engineering issues, and ensure top-notch quality of design, code, and overall solution for optimal customer experience
- Develop and execute succession plan for RPA projects on the account
- Contribute to the development of delivery management practices and processes within the company
- Participate in mentoring and talent development programs for delivery leads and managers.
- Promotes the RPA concept and approach within the organization, with experience in capability development in technical, process, and technology areas.
- Provides technical direction for the development, design, and systems integration for client engagement, from definition phase through to implementation, applying significant knowledge of product and developments to improve service for the RPA factory.

From June 2019 to January 2020, I served as an RPA Practice Lead/ Solution Architect at Nous Infosystems, overseeing the implementation and utilization of various RPA tools including UiPath, Blue Prism, Automation Anywhere, Tricentis RPA, and Work Fusion. Nous Infosystems is a leading provider of software and services with development centers located in Bengaluru and Coimbatore, India, as well as offices in the USA, UK, Germany, and Canada. The company also offers subsidiary services in software testing and remote infrastructure management

CLIENT / END CLIENT: IDB, HILTI (BANGALORE, INDIA)

RESPONSIBILITIES:

- Provide design and implementation oversight for process automation initiatives.
- Formulate and execute RPA strategy to drive growth across verticals and customer segments.
- Build capabilities and promote an innovation culture within the organization.
- Proactively suggest technologies, tools, and approaches to enhance RPA offerings.
- Drive presales activities, including estimations, architecture reviews, and documentation.
- Establish best practices, processes, and delivery management knowledge base for the company.
- Manage talent acquisition and develop talent within the organization.
- Oversee program management, coordination, execution, control, and completion of RPA projects.
- Ensure end-to-end execution and oversight for all RPA projects.
- Govern RPA roadmap, prioritization, and service delivery across projects.
- Collaborate with business functions to ensure alignment to project timelines, risks, and costs.
- Oversee delivery across stakeholders, handle complicated engineering issues, and ensure top-notch quality of design, code, and overall solution.
- Develop and execute succession plans for RPA projects.
- Proactively contribute to the best delivery management practices and processes within the company.
- Participate in mentoring and talent development programs for delivery leads and managers.

From November 2018 to May 2019, I served as an RPA Architect/Practice Lead at Enquero, a technology solutions company that focuses on technology-led interventions for large enterprises through platforms and solutions. My expertise involved the utilization of various RPA tools such as UiPath, Blue Prism, Automation Anywhere, TPlan, and Work Fusion, to aid enterprises in their digital transformation journey.

Bangalore, INDIA

CLIENT / END CLIENT: ATLISSIAN (BANAGALORE)

RESPONSIBILITIES:

- Design and implementation oversight of the process automation.
- Develop and execute RPA strategies for the organization.
- Manage and lead RPA teams, including talent acquisition, development, and performance management.
- Drive growth across the verticals and customer segments for the RPA portfolio.
- Capability building and driving an innovation culture.
- Develop and implement best practices, processes, and delivery management knowledge base for the company.
- Take a proactive part in suggesting technologies, tools, and approaches for RPA projects.
- Drive pre-sales activities, including estimations, architecture reviews, and documentation.
- Govern the delivery of RPA roadmap, prioritization, and service delivery across projects.
- Work closely with business functions and ensure alignment to project timelines, risks, and costs.
- Manage program management, coordination, execution, control, and completion of Programs or Projects related to Robotics Process Automation.
- Oversee end-to-end execution for all Robotics Process Automation projects.
- Ensure the design, code, and overall solution is of top-notch quality and responsible for the overall customer experience in terms of delivery.
- Develop and execute the succession plan of the projects on their account.
- Participate in mentoring and talent development programs for delivery leads and managers.

From May 2018 to July 2018, I served as an RPA Architect at EY, working with Qualcomm as the end client and utilizing Automation Anywhere as the RPA tool. EY is a global professional services firm that offers solutions to help clients build and sustain a better working world, improve their financial performance, and manage risks effectively.

CLIENT / END CLIENT: EY/ QUALCOMM (HYDERABAD)

RESPONSIBILITIES:

- Provide oversight for the design and implementation of process automation.
- Offer local technical support to Robotics teams and stakeholders.
- Develop the overall technology architectural direction for automation opportunities.
- Evaluate various RPA tools and provide recommendations.
- Proactively anticipate, identify, track, and resolve technical issues and risks that may affect delivery.
- Assist development teams in resolving technical problems.
- Coordinate and participate in structured peer reviews and walkthroughs.
- Assess the automation opportunity from a technical perspective and perform due diligence to arrive at an optimal solution.
- Define the technical framework considering all relevant artifacts, including security methods of access, user authentication, IT security and/or audit policies that impact the robot deployment, user authorization processes, technical impacts of applications using OCR or Adobe Flash, technical impacts of applications accessed behind Citrix, hosting locations and providers, availability of test systems and "production like" test data, consistency of test data between applications, performance of key applications in the process that could limit the average handling time of the automation, and system availability and timings.

From November 2017 to April 2018, I served as the RPA Architect for Electrolux in Malaysia. Electrolux Group is a renowned global appliance company that has been improving living experiences for over a century. Our focus is on reinventing care, taste, and wellbeing experiences for millions of people, while constantly striving to be at the forefront of sustainability through our solutions and operations. Our group of leading appliance brands, which includes Electrolux, AEG, and Frigidaire, sell approximately 60 million household products in over 120 markets each year.

CLIENT / END CLIENT: ELECTROLUX (INTERNAL PROJECTS)

RPA:

- Participate in pre-sales client workshops and provide support as a solution architect/technical architect to the teams during RFI/RFP processes.
- Analyze client processes, identify automation opportunities, define the value proposition of RPA, reengineer processes to improve automation potential, and recommend an RPA approach/strategy.
- Develop detailed Process Description Documents (PDD) and Solution Design Documents (SDD) for both the As Is and To Be automated processes.
- Conduct high-level assessments of RPA capabilities.
- Develop RPA client architecture and solution proposals that focus on scalability and extensibility.

- Collaborate with Project Managers and Business Analysts to create high-level project plans for implementation projects.
- Utilize knowledge of a wide variety of technology problems and their solutions to drive the adoption of best practices for coding, design, quality, and performance within the team.
- Provide continuous guidance to RPA developers and Project Managers during project delivery.

IT:

- Develop and monitor SMART metrics for hardware, software, and storage.
- Ensure strategic capacity planning for IT resources.
- Manage the IT department, including hiring, supervising, addressing employee concerns, and performance management.
- Collaborate with the technology team and other departments to ensure effective communication.
- Identify business requirements for IT systems and align IT strategy with organizational objectives.
- Coordinate IT activities to ensure network services and data availability with minimum downtime.
- Oversee departmental finances, including budgeting and forecasting.
- Implement policies approved by executives and report to the C-suite.
- Identify security vulnerabilities and implement strategic solutions for enhanced data security.
- Direct and support the implementation of new software and hardware.
- Identify and recommend new technology solutions to meet business needs.
- Manage the organization's help desk, including both internal and external support.

From April 2017 to October 2017, I worked at Synechron in Pune as an 'Associate Specialist - Quality Control'. Synechron Inc. is a consulting and information technology company headquartered in New York, which specializes in providing services to the financial services industry such as banking, capital markets, insurance, and digital solutions.

Responsibilities:

- Develops, documents, and updates the process to identify and implement RPA opportunities.
- Defines the RPA delivery methodology and decision-making milestones, as well as the RPA process tools and templates.
- Defines the support and governance model and drives the creation and continuous development of the Finance SSO RPA capability.
- Builds an Internal Centre of Excellence by bringing together all RPA professionals and key stakeholders.
- Manages stakeholders and the RPA community, ensuring communication within the community and adherence to common processes, methodology, tools, and other RPA principles.
- Develops and implements the training curriculum for all RPA stakeholders, covering technology, process, train-the-trainer, and online solutions.
- Promotes the RPA concept and approach within the organization, with experience in capability development in technical, process, and technology areas.
- Provides technical direction for the development, design, and systems integration for client engagement, from definition phase through to implementation, applying significant knowledge of product and developments to improve service for the RPA factory.
- Identifies system deficiencies and implements effective solutions, understands complex database concepts, and effectively employs different database design techniques.
- Reviews the status reports of team members and addresses technical issues as appropriate, ensuring compliance with and enforcement of standard policies and procedures.
- Ensures that RPA processes are triggered as intended and reviews analytics to provide process improvement information to the Process Designer.

From March 2015 to March 2017, I worked at Birlasoft in Noida as a Solution Architect for Automation Testing. Birlasoft is a global company that provides consulting, services, solutions, and products related to digital and information technology for various organizations across industries worldwide.

Solution Architect/ Project Manager, Birlasoft, Noida NCR

March 2015 to March 2017

- Implemented and executed various Dev/QA activities for different accounts.
- Introduced RPA solutions to different accounts.
- Defined processes and designed various testing templates for the Testing Service Line.
- Built the Delivery Handbook for the organization, establishing process standards and architecture.
- Conducted high-level planning of software SDLC activities, gathering detailed functional requirements from clients and strategizing automation.
- Excelled in guiding the work of technical teams by articulating project goals and scope, translating business needs into technical terms, preparing detailed work breakdown structures (WBS), and instilling shared accountability for achieving project milestones.
- Excelled in project estimation, calculating ROI, resource loading, and scheduling.
- Expert in conducting PoC/Pilot for RPA projects.
- Resolved numerous project issues, including technical and non-technical ones such as staffing shortages, tactical matters, scope creep, and divergent business and user needs.
- Kept all stakeholders updated on project status through regular updates.