

Anup Upadhyay

E-Mail: dunoosoft@gmail.com Phone: +91 9822511786

Website: www.anupupadhyay.com

Vice President - Digital Transformation & Automation Technology | Strategic Leader in Hyper-Automation, RPA, and AI-Driven Innovation | 19 Years of Experience

PROFILE SUMMARY

As a Vice President (VP) of the Intelligent Automation Practice I am responsible for shaping and leading the strategic vision, development, and execution of the company's automation initiatives. My role demands a forward-thinking, innovative leader who can oversee the automation ecosystem, including Robotic Process Automation (RPA), Artificial Intelligence (AI), Machine Learning (ML), Natural Language Processing (NLP), AWS Automation, using Python for automation and emerging technologies such as Generative AI and Agentic AI.

I am collaborating with cross-functional teams to identify automation opportunities, design scalable and secure automation solutions using platforms like AWS, and implement advanced technologies that drive digital transformation. They will serve as a subject matter expert and thought leader, leading the integration of automation strategies with business objectives to create a competitive edge. This role is vital for ensuring the company's automation initiatives align with broader business goals and deliver operational excellence.

Key Responsibilities

Strategic Leadership and Vision

- Define and lead the strategic direction for the company's automation practice, aligning with broader organizational goals.
- Drive digital transformation by integrating RPA, AI, ML, and AWS cloud automation into business processes.

Automation Program Development

- Lead the full lifecycle of automation initiatives from discovery, design, and development to deployment and maintenance.
- Oversee the implementation of RPA tools (Automation Anywhere, UiPath, Blue Prism) to automate repetitive tasks and improve business processes.
- Direct the design and development of scalable Python-based automation solutions, ensuring they meet industry standards for performance, security, and scalability.

Client Engagement and Solution Design

- Engage with key clients and stakeholders to understand business requirements and recommend tailored automation solutions that drive operational efficiencies.
- Establish strong partnerships with vendors and technology providers to stay informed of industry trends and ensure the use of best-in-class tools and platforms.

Thought Leadership and Industry Participation

- Serve as a thought leader in the automation and AI space, presenting at industry conferences, authoring white papers, and contributing to the development of best practices.
- Drive innovation by exploring and incorporating cutting-edge technologies like Agentic AI (autonomous agents) to enhance business operations and decision-making processes.

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
- Intelligent Automation, Cognitive
- Automation, GenAI, AI ML, Data Science, Python, OpenAI GPT
- 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 & VISA

- Master of Computer Application
- Bachelor of Computer Application
- USA - H1(2026), B1 (2025)

NOTEWORTHY ACCOMPLISHMENTS

- 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.

WORK EXPERIENCE

As a seasoned **Vice President** in Digital Transformation and Automation from **September 2024 to the present** with **Citco Group**, I have been leading and implementing strategic digital transformation initiatives. My expertise spans major RPA tools such as Automation Anywhere, UiPath, and Blue Prism, along with in-depth knowledge in RPA, Hyper Automation, Machine Learning, and Artificial Intelligence, consistently driving impactful and scalable business outcomes.

Mumbai, INDIA

Citco Group is a global financial services firm that provides a range of services to the hedge fund, private equity, and real estate industries, among others. It is well-regarded for its expertise in alternative investment services.

Citco plays a key role in the global financial services industry, particularly in the alternative investment space, with its robust back-office and administration services.

CLIENT / END CLIENT: CITCO INTERNAL AUTOMATION PRACTICE

HIGH-LEVEL ROLES AND RESPONSIBILITIES:

1. **Strategic Leadership:**
 - Define and drive the overall vision and strategy for automation across the organization, including RPA, Python-based automation, AI/ML, Process Mining, Task Mining, and Conversational AI.
 - Ensure alignment of automation initiatives with the company's broader digital transformation goals and business objectives.
2. **Automation Program Development:**
 - Lead the development and execution of enterprise-wide automation programs, from process identification and assessment to implementation and scaling.
 - Oversee the deployment of RPA platforms (e.g., UiPath, Automation Anywhere, Blue Prism) and AI/ML solutions for intelligent automation.
3. **Innovation & Technology Integration:**
 - Promote the adoption of emerging technologies, such as Process Mining and Task Mining (e.g., Celonis), to optimize processes and identify automation opportunities.
 - Lead the integration of Conversational AI (chatbots, virtual assistants) to enhance customer interaction and operational efficiency.
4. **Cross-Functional Collaboration:**
 - Collaborate with business units, IT, and senior leadership to identify automation opportunities, build business cases, and ensure seamless execution.
 - Foster strong partnerships with external technology vendors, driving innovation and ensuring access to cutting-edge tools and platforms.
5. **Program Oversight & Governance:**
 - Establish governance frameworks and performance metrics to ensure successful implementation, continuous improvement, and return on investment (ROI) of automation initiatives.
 - Ensure compliance with relevant security, data privacy, and regulatory requirements in all automation projects.
6. **Team Leadership & Development:**
 - Build and lead a multidisciplinary team of automation professionals, including RPA developers, AI/ML engineers, data scientists, and process analysts.
 - Develop talent and foster a culture of innovation, collaboration, and continuous learning within the automation practice.
7. **Performance Optimization:**
 - Leverage Process Mining, Task Mining, and AI-driven analytics to continually optimize automated processes, ensuring high efficiency and scalability.
 - Monitor the effectiveness of automation solutions and drive continuous improvements to maximize value and operational efficiency.

From **September 2023** until **June 2024**, I served as a **Senior RPA Architect** at Coforge. In this role, I leveraged my extensive expertise to execute and support RPA projects, utilizing advanced tools such as UiPath, Automation Anywhere, and Blue Prism to drive automation excellence and business efficiency.

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.
- 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.

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.

Past work experience history:

Srno	Company	Location	Designation	From	To
1	EPSoft INC, Compunnel, Rapport IT Services Inc (Consultant)	New Jersey, USA	RPA Practice Lead/ Architect	May, 22	Aug, 23
2	Infomerica Inc., Nous Infosystems , Enquero, Innova Solutions, Electrolux (Consultant / Permanent)	Bangalore / Hyderabad/ Malaysia	RPA Practice Lead / RPA Solution Architect	Nov, 2017	April, 22
3	Synechron, Birlasoft, L&T Infotech LTD., Accenture, SAPIENT CORP, RBS, UHG, NIIT Technologies	Pune/ Delhi / Mumbai / Oslo, Norway	Solution Architect - QA/ Test Lead / Test Analyst	June - 07	Oct, 17
4	Systems and Services	Udaipur	Software Engineer - .Net	Sept-05	June-07