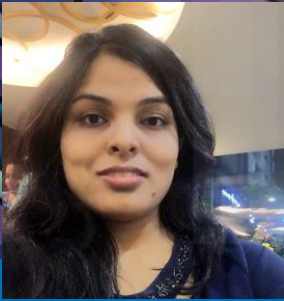# Aditi Saxena

"Next100 India's Future CIOs Award" Winner 2020
Received 25+ Awards and Recognitions at various organizational levels

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Email
adiastro@gmail.com

Designation
Automation Lead
IBM India Pvt. Ltd.

Nationality
Indian

Summary

Automation Lead with 10+ years of experience in design, development, implementation and operations of RPA (Automation Anywhere/Win automation), Cognitive Automation (Chatbots/Cognitive Knowledge Management Solutions), Infrastructure Automation using scripting (Perl) and in-application automation.

Well Versed with **ITIL Processes/Ticketing tools** and responsible for ticket reduction, TAT reduction, productivity improvement using Automation solutions in AMS space across various accounts.

Working with clients and leads across verticals to implement automation projects from **concept to completion** using major automation tools

Linkedin Profile:

https://www.linkedin.com/in/aditi-saxena-a7342449/

Experiences

Automation Lead – Adani Group   Apr'17-Present
IBM India Pvt. Ltd.

- Leading turnkey dynamic and cognitive automation portfolio for Adani Businesses and IBM-Adani contracts.
- Adani Businesses –
  - Service Now Chatbot/AI &ML Tools implementation
  - RPA Activities: Involved in End to End bot lifecycle management including Identifying good ROI use cases, Feasibility, Requirement Gathering, Design, Documentation, Implementation, Maintenance of bots
  - Identify client pain points and conduct POCs for RPA (Structured/Unstructured Data), Chatbot, Cognitive Knowledge Management Solution

- AMS Space –
  - Ticket analysis and use of design thinking methodology for automation use case identification, evaluate the best suited automation technology and prepare Automation Strategy/Roadmap for implementation
  - Responsible for evaluation, Implementation and maintenance of Custom Automation tools involving AI/ML technologies, in application automation, RPA, cognitive knowledge management tools in SAP/Non-SAP space.

Senior SME – IBM Global Accounts   Jun'16-Apr'17
IBM India Pvt. Ltd.

- Worked with AP/EMEA/Japan/US geo teams for requirement gathering, designing solutions in Tivoli Monitoring space.
- Solution Design, development and deployment of Global Automated Monitoring Tool (Monitoring Remediation Phase 2 and Phase 3) across all geographies
- Code development using Perl/Shell scripting and SQL/DB2 queries in Agile Methodology

Experiences

SME (IBM Tivoli Monitoring/Netcool)– BHP Billiton   **Apr'14-May'16**
IBM India Pvt. Ltd.

- Part of core project team for M&EM Implementation responsible for deploying/upgrading Tivoli Monitoring to v6.2.3 FP5. Extensively worked in Application and OS Monitoring agents including deployment, alert generation and customization.
- Responsible for client presentations and handled client escalations

Senior Software Engineer (Tivoli Tools Team : Income Tax Department of India - TDSCPC)   **Apr'11-Apr'14**
Infosys Ltd.

- Responsible for installing/configuring IBM Tivoli Monitoring v6.2.3. FP1and v6.3.0 FP1 In HA/DR, Installing and Configuring Hub TEMS, TEPS, Remote TEMS, TEPS, Warehouse Proxy and Summarization and Pruning Agent and Netcool Products
- Installing OS agents (Unix, AIX, Windows, Linux) and various Application agents. Development and customization of Maximo asset management, SR/Incident migration from JIRA to Maximo.

Software Engineer (BMC Remedy – Telstra, Australia)   **Nov'10-Apr'11**
Infosys Ltd.   .

- Part of the core converged service desk project team involved in customizing Incident, service request, work orders, asset, problem and change management modules.
- End to End development lifecycle implementation in Agile Methodology

Education

- BTech from Nirma Institute of Technology, Nirma University (**Double Gold Medalist** with a CGPA of 8.62 and Best All Rounder Student of the batch award winner for outstanding performance in academics and extracurriculars, 2006-2010)
- XII(84.4%,2006) and X(90%, 2004) from Maharaja Agrasen Vidyalaya , C.B.S.E.

Certifications

- Automation Anywhere Certified Advanced RPA Professional
- Automation Anywhere Certified RPA Program Manager
- IQ Bot Developer (Automation Anywhere)
- UI Path certified Business Analyst
- Disha – Intentional Career Pathing Women Leadership Program (2019-2020)
- IBM Badges: Design Thinking, Agile Explorer, Automation Practitioner, Automation Essentials, Industrial Products Foundation
- Pursuing Micro masters in AI from Columbia University in the city of New York (in collaboration with edx)
- ITIL Foundation Certification
- IBM Tivoli Monitoring Implementation V 6.2.2 Certification