Business Automation Consultant

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PROFILE SUMMARY

Proven record as a Consultant in driving metrics measurement culture, system implementation, automation projects, data analysis, advisory projects, leading high impact Lean Six Sigma projects, application development and implementation, business requirement gathering, RPA and change management.

- 6 years of experience in Consulting, Automation & Business Process Excellence
- Process redesigning/ re-engineering, transformation through value stream mapping & automation
- Leading a team to develop and implement need-based solutions through planning and monitoring
- Change agent for IT tools and system implementation and Requirement Lifecycle Management
- Facilitate global projects, driving innovation, elicitation and collaboration, client & stakeholder management
- Quick learning and adaptability in different domains and geographies through business solutions
- Experience in working with Agile methodology
- Hands on experience on JIRA, Microsoft Visio, Minitab and IBM Rational Software Architect (RSA)

ORGANIZATIONAL EXPERIENCE

1) **Soroco India (https://soroco.com/)**   **Dec 2020- Present**

Business Automation Consultant, **Online Retail Industry – Bengaluru, India**

Leading teams to design and deploy automation solutions (UI/API/Database) in different departments for one of the world's biggest online retailers (E-commerce)

- Client engagement and driving workshops/brainstorming sessions to solve complex business problems through automation
- Proposal management for new deals
- Monitor and keep track of the changes that occur, and initiating change management process by evaluating the impact of the changes proposed
- Monitoring KPIs and status report of the project; identifying risks and mitigating them
- Training junior consultants, building the team with new initiatives

2) *Cognizant Technology Solutions* **(https://www.cognizant.com/)**   **June 2015 – Nov 2020**

*Process Consultant, **Insurance – Leeds (UK)***

Delivering end to end implementation of automation through UiPath in the claims department as a business analyst

- Discovery, scoping and feasibility analysis of the potential processes
- Requirement gathering for automation to be built through Agile methodology
- Creation of test scenarios, UAT and Ramp support
- VM requirement & benefit analysis, reporting milestones
- Issue tracking and resolving, tracking done through JIRA

*Process Consultant, **Facility Management Service - Oslo, London & India***

4 different projects supporting financial transformation in regards to process transition, defining target operating model, end to end process assessments, process advisory, data migration and JIRA implementation both onshore and offshore

- Process assessment in Finance & Accounting and Procurement department to identify gaps and to streamline the process
- End to end Value Stream Mapping to identify improvement areas and reduce waste
- Supporting service placement and Target Operating Model structuring
- Provide enhancement opportunities in the reporting mechanism
- Business requirement gathering (BRD/FRD) to implement JIRA and supporting UAT/SIT
- Manage a team to deploy JIRA globally (replacing e-mail management tool - EMT)
- Creation of Adoption Roadmap, and imparting user trainings through user manual and virtual classroom training
- Supporting data migration and providing best practices for smooth transition
- Analyzing F&A system and suggesting new ERP platforms (Navision)
- Communication with various stakeholders in improving reporting mechanism and creating dashboards

*Process Consultant, **Banking - Knutsford (UK)***

Operational risk mitigation analysis to define a structured approach and plan, redefining resilience data portal

- Dependency and gap analysis of the front to back processes
- Customization of the reporting portal through requirement gathering and streamlining the process

- Risk analysis and mitigation planning for the resilience category 0&1 processes
- Data mining and data analysis of the front to back processes
- Identification and mapping of the processes to their recognized sub processes

Process Consultant, Insurance – Copenhagen (Denmark)

Advisory project- Consulting in the claims side of the business to find out opportunities for process improvement, RPA implementation to decrease cost and manual handling

- End to end process assessment engagement to optimize cost and streamline the process
- Conduct workshops to evaluate the current state process and design the to be process
- Facilitating change management for new IT platform implementation
- Facilitate brainstorming sessions to address and mitigate daily operational risk/challenges
- Creation of business requirement document and user stories for Robotic Process Automation – POC and supported UAT

*Process Consultant, **Life Sciences – Mumbai (India)***

Part of the process excellence team to deliver increased productivity and quality through process redesign and transformation

- Lead & drive process improvement through Lean Six Sigma methodology for a leading European Pharmaceutical client.
- Value Stream Mapping to identify opportunities for Automation
- Drive innovation campaigns to engage associates to generate new ideas for continuous improvement
- Train & mentor Lean and GB projects to build quality DNA for the organization
- Translation of business requirement into system configurable specification for development of pre sales application
- Drive visual management by publishing & analyzing operational dashboards
- Identify & adopt best practices across verticals

*Process Consultant, **Insurance – Pune (India)***

Brainstorming and process mapping exercise for ERP implementation

- Project Harmonization for a leading US Insurance client
- Requirement gathering for integration of system
- Facilitated identification of automation opportunities & base lining of process capability

Key Achievements:

- 1.5 Million USD annualized saving to account through all process improvement initiatives
- Benefit of 20-25% delivered through different levers such as IT Integration, RPA and centralization
- Accomplished 100+ end to end value stream mapping
- Lead & mentored 50+ Lean/GB projects
- RPA implementation to decrease AHT and improve quality for Claims (Insurance)
- 100+ ideas/kaizen identified & implemented
- Lead deployment of automated tool for 300+ associates to measure productivity and utilization

Certifications and Training:

- Certified Lean Six Sigma **Green Belt**
- Certified - **UiPath & Automation Anywhere Business Analyst**
- Certified **Lean** professional
- Trained on **Process Mining** tools - Celonis & UiPath
- Trained on Agile, Scrum, RPA, Design Thinking, Machine Learning, Edward de Bono Tools, Stakeholder Management & Building Collaborative relationships

3) **Biocon Ltd., Bangalore** (https://www.biocon.com/)   **March 2014- May 2014**

   Management Intern- *Marketing*
   - Market research project to analyze pricing, distribution and customer outlook to the new drug launch
   - The organization redesigned drug distribution strategy resulting in an optimized supply chain & increased sales

EDUCATION

MBA	IBS Hyderabad (ICFAI), Hyderabad	2013-2015
B. Tech	DY Patil University, Pune	2008-2012
SSC (10th) & HSC (12th)	MPS, Jaipur	2006 & 2008

- Lead a team to streamlined MBA placements & internships process
- Awarded Team Player Certificate for outstanding contribution to the sports club - 2014
- Participated in district/college level cricket and table tennis tournaments, winning various awards for excellence