

# KARTIKAY DHAR

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SOLUTION ARCHITECT - RPA

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## Professional Summary

Solution Architect - RPA with 7.6 years of experience in IT. Recognised consistently for performance excellence and significant contributions to success stories in the Retail and Telecom industry. Leading a team of developers along with constantly researching new solutions that can be implemented using RPA across different business functions. Work can be viewed at <https://kartikaydhar.online/blog> and also on UiPath Marketplace.

## RPA PROJECTS

### **1. Fraud Review Bot – Using UiPath with Accertify, Ekata, Snowflake, Salesforce etc.**

*Creating a Bot to validate if Orders placed are fraudulent or not.*



**overview** : Customers place orders and claim chargebacks later on causing a loss to business.

- The new orders which trip certain rules in Accertify (Application to Approve/ Reject Cases) are verified by the Bot.
- The Bot validates ~30 parameters to validate if the customer is fraudulent, for example IP address, high risk city, high risk item etc.
- Based on the score Bot approves or rejects the Order.
- Bot currently validates 500 orders a day which has a saving of 20 FTE.
- As of June, the savings have crossed 4M \$.

### **2. Carrier Claims – Using UiPath with Carriers like Fedex and Canadapost**

*Creating a Bot to raise claims against carriers which failed in delivering Orders to customers.*



**overview** : Company has an agreement with various carriers wherein if there is loss of package, carrier has to pay the company a penalty.

- This process was not in place since hiring employees to track 1000's of Tracking numbers was not a cost effective solution.
- Built and designed a bot that captures all Tracking numbers that have missed SLA.
- Bot then gathers information from OMS about the order and send a bulk claim to Carriers.
- Currently working for 5 Carriers and the estimated savings for FY 2021 is 3M \$.

### 3. Validating Executive Reports – Using UiPath with Microstrategy, ESP and Snowflake.

*Creating a Bot to validate Executive Reports.*



*Overview : Every day Microstrategy sends out reports to CXO's with critical information about a day's sales and demands. Due to many predecessor jobs that have to run before the report, there were a few cases where reports had issues with data. This was a very critical and high visibility project.*

- Built and Designed a workflow which works with Microstrategy API's, ESP and Snowflake to hold reports and validate them before sending to CXO's.
- Reduced the # of P1's raised to zero since moving to production.
- Highly appreciated by Leadership including the CDO.

### 4. Other significant projects designed (Not Exhaustive):

4.1 Vendor Image Verification : Penalise Vendors for missing SLA's.

4.2 Meta Renaming : Renaming Images to standardise Images name for website.

4.3 Creating Returns : Working with DC Team to create Returns in IBM Sterling(OMS).

## WORK EXPERIENCE

### 1.Hudson's Bay Company – Bengaluru

Sept, 2020 – Present

*Solution Architect – Retail Domain*

- Working closely with Business across Merchandising, Finance, D&L, HR and DRM Teams to build robust RPA Solutions.
- Successfully moved 20+ projects to production.
- Responsible for building solutions that have saved the company close to 20M \$(In less than 2 Years).
- Leading a team of 10+ Developers and helping them manage their projects effectively.
- Well experienced with UiPath Orchestrator.
- Automation Anywhere Certified Advance RPA Professional.(v11)
- Working knowledge of Automation 360
- Working with Application owners, Security and Infra team to build comprehensive SDD's including DFD and PFD.
- Good understanding of handling UiPath deployments in Azure.
- Helped in Setting up the RACI process for RPA with Project Managers.
- Working closely with Business to re-engineer their processes for a better experience.
- Created multiple POC's that involve Snowflake, Sterling, SFCC, MicroStrategy, Google Cloud vision, Salesforce, Cheetah Mail etc.
- Certified Scrum Master(**CSM**).

## 2. Hudson's Bay Company – Bengaluru

May, 2018 – August, 2020

Senior RPA Developer – Retail Domain

- Built an open source RPA Platform using Java, JWS, Oracle and Maven.
- Very well versed with Retail domain.
- Well trained in Jiffy Test to automate Test cases for OMS.
- Well trained in IBM Sterling, Blue martini and Mongo DB.

## 3. Cognizant Technology Solutions – Bengaluru

April, 2014 – May, 2018

Associate - Telecom Domain

- Created and executed the Test Suite for the leading Telecom Company in Australia.
- Worked as a part of the Automation team to create test cases using Selenium and Java.
- Used various tools like Tricentis TOSCA, Parasoft, and SoapUI to validate various end to end flows.
- Used Java, TestNG, Jenkins and Gradle to create a test suite for a leading Telecom Company in United States.

## EDUCATION

International Institute of Information Technology, Bangalore

2019 – 2020

PG Diploma in Software Development (Blockchain)

Uttar Pradesh Technical University, Lucknow

2009 – 2013

Bachelor of Technology in Electronics and Communication

## ACHIEVEMENTS and SKILLS

### *Certifications –*

- RPA Developer Advanced by UiPath
- AA Certified Advance RPA Professional.(v11)
- Bot Developer (Automation 360)
- Certified Scrum Master(CSM) by Simplilearn

### *Skills –*

UiPath	Automation Anywhere	Snowflake	Salesforce
Microstrategy	Accertify	Jiffy	Postman
C#	Java	IBM Sterling	Looker

