

ABHISHEK R SHUKLA

Senior RPA Analyst

+91-7738134606 | abhishekrshukla@outlook.com | abhishekrshukla.com | linkedin.com/in/abhishekshukla-dev

PROFESSIONAL SUMMARY

Senior RPA Analyst with 10+ years of IT experience, including 7+ years in RPA and intelligent automation. Hands-on in UiPath development, UiPath Orchestrator, RPA production support, troubleshooting, OCR, Jira, ServiceNow, requirement analysis, PDD/BRD support, UAT, deployment, and incident resolution. Delivered 125+ automation solutions across HR, finance, and operations while working with business, operations, and technology teams.

CORE COMPETENCIES

End-to-End Delivery	Process discovery, feasibility assessment, solution planning, development, testing, deployment, and support
Business Analysis	Requirement gathering, business rules, PDD/BRD support, As-Is/To-Be analysis, test scenarios, and UAT coordination
Automation Engineering	Scalable workflow design, exception handling, logging, queues, reusable components, integrations, and monitoring
Leadership & Governance	Stakeholder coordination, code reviews, mentoring, delivery standards, incident resolution, and continuous improvement

PROFESSIONAL EXPERIENCE

Accenture

Mumbai, India

APP Automation Engineering Senior Analyst | RPA Tech Lead

Jan 2022 - Present

- Delivered 125+ automation solutions across HR, finance, and operations, covering discovery, requirements, development, UAT, deployment, and production support.
- Worked with business and operations teams to document process steps, business rules, exceptions, acceptance criteria, and test scenarios.
- Built scalable UiPath solutions using REFramework, Orchestrator queues and assets, retries, exception handling, centralized logging, and monitoring.
- Delivered intelligent automation using Document Understanding, AI Center, Action Center, Maestro, and Agent Builder, with confidence-based extraction and human-in-the-loop validation.
- Integrated bots with REST APIs, ServiceNow, SharePoint, Citrix, SQL databases, enterprise portals, PDF documents, Cognos reports, and Excel macros.
- Mentored developers, reviewed code, supported technical decisions, and handled production incidents and root-cause analysis.

Tools & skills used: UiPath Studio, Orchestrator, REFramework, Document Understanding, AI Center, Action Center, Maestro, Agent Builder, Jira, ServiceNow, REST APIs, SQL, OCR, Citrix, Cognos, Excel VBA, production support, and troubleshooting.

Accenture (Payroll: Trigent Software Pvt. Ltd.)

Mumbai, India

Application Development Analyst - RPA

Mar 2019 - Jan 2022

- Designed, developed, tested, and deployed UiPath and Automation Anywhere solutions across multiple business functions.
- Built Citrix and enterprise-application automation POCs, assessed feasibility, and supported production readiness through UiPath Orchestrator.
- Clarified requirements with stakeholders, translated business rules into automation logic, and supported testing and issue resolution.

Tools & skills used: UiPath Studio, Orchestrator, REFramework, Automation Anywhere AA360, Citrix, Jira, ServiceNow, OCR, RPA development, production support, and troubleshooting.

Macaire Technology

Mumbai, India

Associate Software Engineer

Jun 2017 - Mar 2019

- Used .NET, C#, Microsoft Dynamics GP, and SQL to develop integrations, analyze requirements, test enhancements, troubleshoot issues, and support applications.
- CMS IT Training Institute**
Software Faculty

Mumbai, India
Nov 2015 - Feb 2017
- Used .NET, C#, HTML, CSS, and JavaScript to deliver software training, prepare technical material, and mentor students through practical projects.
- Fi Havock Digital Pvt. Ltd.**
Web Developer

Mumbai, India
Sep 2014 - Oct 2015
- Used HTML5, CSS3, JavaScript, Bootstrap, and PHP to build, test, and troubleshoot responsive websites.

SELECTED AUTOMATION PROJECTS

- Equipment Capitalization Automation**
UiPath RPA | OneLink | Cognos | PDF Extraction | Excel Macros
- Automated a five-stage equipment-capitalization process for 11 markets by downloading OneLink and Cognos reports, retrieving PDF invoices, extracting invoice data, and applying market-specific rules through Excel macros.
 - Reduced processing from 4-5 days with four operations team members to approximately 20-25 minutes per market, saving an estimated 60-70% in effort and operating cost.
- Policy Acknowledgement Survey**
Power Automate | Microsoft Forms | SharePoint Lists | Excel
- Built a Power Automate policy-acknowledgement workflow using Microsoft Forms and SharePoint, covering campaign initiation, employee responses, applicability confirmation, and PDF acknowledgements.
 - Added automated reminders for pending responses and a monthly Excel summary for leadership, reducing manual follow-up and reporting effort.
- ServiceNow Ticket and Payroll Update Automation**
UiPath | ServiceNow | Payroll Portal | Audit Logging
- Designed a UiPath automation that reads ServiceNow tickets, validates employee work-hour details, updates the payroll portal, and records completion notes and references in the ticket.
 - Added exception routing and audit logging to reduce duplicate data entry, improve consistency, and maintain a clear transaction record.

TOOLS & TECHNICAL SKILLS

RPA and Automation: UiPath Studio, Orchestrator, REFramework, Maestro, Document Understanding, AI Center, Agent Builder, Action Center, Automation Anywhere AA360, Power Automate

Business Analysis and Delivery: Process discovery, requirement analysis, feasibility assessment, PDD/BRD support, As-Is/To-Be, test scenarios, UAT, Agile, SDLC

Platforms and Integration: ServiceNow, Jira, SharePoint, Citrix, OneLink, Cognos, REST APIs, JSON, MS SQL Server, OCR, Excel VBA and macros

Development: C#, Python, LINQ, GitHub, CI/CD basics, Visual Studio, HTML5, CSS3, JavaScript, PHP

EDUCATION & CERTIFICATIONS

Master of Computer Science (Data Science & Artificial Intelligence)	AlmaBetter / Woolf University 2024 - Present
BSc in Computer Science	Mumbai University 2012 - 2015
UiPath Advanced Developer Certification	UiPath
Advanced RPA Professional (AA360)	Automation Anywhere
Microsoft Specialist: HTML5, JavaScript and CSS3	Microsoft

ACHIEVEMENTS

Client Award - Start of Business (2025) | Core Value Champion Award - Accenture (2024) | Multiple recognition awards for RPA delivery excellence