SAGAR SHAH

AUTOMATION ANYWHERE CERTIFIED ADVANCED RPA PROFESSTIONAL| BUSINESS ANALYST | SOFTWARE ENGINEERING

Mumbai, India

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Seeking an opportunity in Information Technology and Services domain to contribute & outshine in providing dynamic leadership & solutions and maximize organizational growth

SUMMARY

- Dynamic, performance-focused IT professional with 8 years of experience as a Business Analyst within the Media, IT, Educational, and Finance sectors
- Proven experience in Robotic Process Automation Tools like Automation Anywhere
- Currently associated with Sony Pictures Networks India Pvt. Ltd. as an Assistant Manager – Enterprise Technology Group, Mumbai, India
- Experience in end-to-end implementation of the Software Development Life Cycle from requirement analysis to designing, coding, unit testing, system integration testing, UAT, de-bugging, documentation, implementation, and production support
- Diligent in all phases of project lifecycle like requirement gathering, designing, building, testing and troubleshooting for complex Information Systems Management
- Adept in analyzing projects that require strategic thinking, clarifying business requirements, existing procedures/skill sets, and designing process and system improvements to increase productivity and reduce costs
- Capable of handling multiple activities simultaneously and meet deadlines under pressure
- Well-grounded in designing best practices, web development, implementation, maintenance of support projects, and usability standards

CORE COMPETENCIES

• Project Management	• Requirement Gathering & Analysis	• Implementation
• Stakeholder Relations	• Communication Skills	• Solution Architect
• Process Development	• Program Development	• Production Support Management
• Test / Quality Strategy	• Business Information Systems	• Customer Relationship Management
• Documentation Control	• Develop Software Applications	• Document Application Process

TECHNICAL SKILLS

- Managing IT Projects
- .NET framework, PHP
- Microsoft SQL Server, Oracle and MySQL
- HTML5, CSS3 and JavaScript
- Robotic Process Automation
- SQL Server Integration Services
- SQL Server Reporting Services

GLOBAL EXPOSURE

- Efficiently interacted with onshore teams and clients while handling projects; Able to work in multi geographic allocations and multi cultural team environments
- Traveled to Regional Head Office of Turner International India Pvt. Ltd. (now WarnerMedia) situated at Hong Kong representing users in India

EDUCATION

- Post Graduate Diploma in Business Management (Information Technology and Systems Management) – NMIMS (Pursuing)
- Bachelor of Science (Computer Science) - University Of Mumbai, India (Nov - 2013)

CERTIFICATION
- Automation Anywhere Certified Advanced RPA Professional A2019 (2021)
- Automation Anywhere Certified Advanced RPA Professional v11 (2020)
- GNIIT Software Engineering (2015)
- Oracle Database Certified SQL Expert (2012)

LANGUAGE SKILLS: Proficient in English (Overall score of 7.5 in IELTS) | Native: Hindi, Gujarati & Marathi

WORK EXPERIENCE

Organization	Designation	Duration
Sony Pictures Networks India Pvt. Ltd.	Assistant Manager – Enterprise Technology Group	Feb 2019 – Present
Turner International India Pvt. Ltd	Associate Technical Business Analyst	Dec 2015 – Feb 2019
Velocis Systems Pvt. Ltd.	Developer	Jun 2015 - Nov 2015
Travelex India Pvt. Ltd.	Jr. Software Engineer	Jun 2014 - Jun 2015
goITics	Business Analyst	Apr 2013 - Jun 2014

KEY DELIVERABLES
- Instrumental in end-to-end management of software projects entailing designing, testing, debugging and documentation.
- Train and mentor junior team members in technologies relevant to the projects.
- Manage all facets of project including designing, development and implementation process, policies, and procedures to drive business operations.
- Active involvement in developing and modifying the existing reports according to clients' requirements.
- Accountable for requirement gathering and functional design documents and providing suggestions.
- Provide technical advice and consultancy to clients and management on matters of technical architecture, infrastructure developments, including their feasibility.
- Facilitate software system validation activities for core software applications and customized solutions within agreed timelines.
- Design & implement process, policies, and procedures to drive smooth business operations.
- Key role as a part of ERT Team (Emergency Response Team) at Travelex India Pvt. Ltd., which comes into action in case there are any natural or man-made calamities happened.

EDUCATIONAL ACHIEVEMENTS
- Won 1st prize in Website Designing competition (intothemysticvault.com) in Aahan (UPG College's Festival) – (17th Jan, 2014)
- Received special Invitation to manage the Computer Department in Kshitij'13 (Mithibai College Festival)
- Won 1st prize in Website Designing competition (ontorridturfs.com) in Aahan (UPG College's Festival) – (18th Jan, 2013)
- Won 1st prize in Debugger (Java Debugging) event in Galactech – (18th Jan, 2013)
- Won 3rd Prize in App Making (VB.NET) event in Galactech – (17th Jan, 2013)
- Have been Group Leader (GL) for a website development project at NIIT – (2011 – 2012)
- Secured 2nd rank in Information Technology in HSC examination in college - (2010)
- Secured 3rd rank in Alpha Junior College in FYJC (Academic year 2008-2009)
- Acted as a Class Representative (CR) for 2 years (2008-2009 and 2009-2010)
- Served as a College Leader (CL) for Kshitij 2008 (Mithibai College Festival)

AVAILABILITY: Possess no bond with current employer

PROJECTS HANDLED

Organization:	**Sony Pictures Networks India Pvt. Ltd. (Mumbai)**
Primary Role:	Assistant Manager – Enterprise Technology Group
Projects:	Automation Anywhere (Robotic Process Automation), BroadView (Broadcast Management System), AVACOM (Compliance Management System), AVASEC (Secretarial Automation System), Litigation Management System.
Description:	Sony Pictures Networks is a global media company that creates and programs entertainment, sports, animation, Web-series multi-platform content for consumers around the world.

Responsibilities:

- Spearheaded implementation of Robotic Process Automation solutions and other implementation projects to drive the Digital Transformation Journey with a primary emphasis on agile methodology.
- Independently managed automation of identified business processes and application.
- Architected Robotic Process Automation solutions
- Owned program delivery and management for key projects
- Excelled in guiding the work of technical teams alongside articulation of project goals and scope, translated business needs in technical terms and instillation of shared accountability for achieving project milestones.
- Handled change management as per the business requirement.
- Managed implementation teams, alignment of priority, and mentoring of resources.
- Tracked project timelines, deliverables, and budgets.
- Evaluated project risks and proactively performed risk mitigation the issues identified.
- Being a primary connect for the responsible applications, built strong relationships with customers (end-users), vendors and managed expectations efficiently.
- Brought process efficiencies to streamline Business-as-usual and operational activities.
- Provided technical consulting for project initiation, planning and requirements.
- Provided level-1 and level-2 support for the applications responsible.
- Was included in build processes and maintenance activities.

Organization:	**Turner International India Pvt. Ltd. {Now WarnerMedia} (Mumbai)**
Primary Role:	Associate Technical Business Analyst
Databases:	Oracle
Projects:	Perspective, Landmark Rights and Scheduling, Crystal Reports, SSRS Reports
Description:	Turner is a global media company that creates, and programs branded news, entertainment, sports, animation, and young adult multi-platform content for consumers around the world.

Responsibilities:

- Provided production support on Landmark Rights & Scheduling and Perspective and handled administrative tasks for these systems.
- Developed crystal reports to display sales in the format required by the team and SQL Server Reporting Services (SSRS) Reports for EPG.
- Automated EPG and sales reports to be sent periodically to respective end users, clients and DTH providers.
- Extracted data from a sunset system (MSA Focus Perspective) used for scheduling programs and bulk data from Landmark Rights and Scheduling system
- Analyze user's difficulties in using the software and provide solutions and workarounds to meet their needs. Two weeks travel to Regional Head Office of Turner International India Pvt Ltd situated at Hong Kong representing users in India and bringing up their issues and requirements to the third-party development organization.

Organization:	**Velocis Systems Pvt. Ltd. (Mumbai)**
Primary Role:	Developer
Secondary Role:	Analyst
Languages:	PL/SQL
Databases:	Oracle

Software:	Crystal Report, Business Objects, TOAD, Perspective
Description:	Velocis Systems Pvt. Ltd. is one of the leading players in networking, computing, messaging & collaboration, portals, and business process automation. I was placed at client side at Turner India International Pvt. Ltd.
Responsibilities:	• Responsible for providing production support on perspective and ingress • Liable for developing and amending crystal reports to display sales • Analyzed user's difficulties in using the software and provide solutions and workarounds to meet their needs

Organization:	**Travelex India Pvt. Ltd. (Mumbai)**
Project #1:	MIBI Reporting
Primary Role:	SAP BO Analyst
Secondary Role:	System Analyst
Languages:	Pl/Sql, VB.NET and C#.
Databases:	MS-SQL Server (2000/2005/2008) and Sybase.
Software:	ETL tools used are DTS Packages, SSIS and SAP BODS. BI tools used are Crystal Report, BOXI 2.0, BOXI R3.0 and SAP BOBI 4.0.
Description:	Travelex is into Finance sector. We developed and distributed daily/weekly/monthly/ad-hoc reports comprising P&L reports, Turnover and GP reports.
Responsibilities:	Involved in administration of servers like Central Configuration Manager, Central Management Console and Central Management Service.

AFFILIATIONS
Associated with the following:
- Indian Education Society
- Maharashtra State Board of Technical Education, Mumbai
- Civil Defence Staff College
- Alumni Association of NCC Cadets
- Global Martial Arts Academy

WORKSHOPS /TRAININGS
- 2015 Attended and completed SAP Business Objects Designer Services training
- 2015 Attended and completed Fire Safety Workshop from Usha Fire Safety
- 2014 Attended and completed Internet Information Services (IIS) training
- 2015 Attended and completed GNIIT Software Engineering (with internship) from NIIT, Vile Parle.
- 2014 Attended and completed One Day Android Boot Camp from KiloByteTechnologies.com, Churchgate.
- 2013 Oracle Workshop at Mithibai College, Vile Parle
- 2013 Attended and completed Oracle Workshop 2 from NIIT, Vile Parle
- 2012 Attended and completed Oracle Workshop 1 from NIIT, Vile Parle
- 2012 Attended and completed Oracle Database SQL Expert from NIIT, Vile Parle
- 2007 Alumni Association Of NCC Cadets [AAN] from Shree Chandulal Nanavati Vinaymandir, Vile Parle
- 2006 Attended the first degree course in Reiki from USHI SHIKI RYOHO
- 2005 Attended and completed Civil Defence course from Civil Defence Staff College, Churchgate
- 2004 Secured rank of IK-KYU (Brown I) in Karate from Global Martial Arts Academy, Andheri
- 2004 Secured rank of NI-KYU (Brown I) in Karate from Global Martial Arts Academy, Andheri
- 2004 Secured rank of SAN-KYU (Brown I) in Karate from Global Martial Arts Academy, Andheri
- 2003 Secured rank of YON-KYU (Green II) in Karate from Global Martial Arts Academy, Andheri
- 2003 Secured rank of GO-KYU (Green I) in Karate from Global Martial Arts Academy, Andheri
- 2003 Secured rank of ROKU-KYU (Yellow II) in Karate from Global Martial Arts Academy, Andheri
- 2002 Chess Training from Shree Chandulal Nanavati Vinaymandir School, Vile Parle
- 2002 Secured rank of NANA-KYU (Yellow I) in Karate from Global Martial Arts Academy, Andheri
- 2001 Skating Summer Workshop from Swatantryaveer Savarkar Seva Kendra, Vile Parle.
- 2000 Secured rank of HACHI-KYU (White II) in Karate from Global Martial Arts Academy, Andheri
- 1999 Secured rank of KYU-KYU (White I) in Karate from Global Martial Arts Academy, Andheri

References available upon request