

Darshana Sakhiya

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PROFESSIONAL SUMMARY

Automation and Digital Transformation Specialist with 7+ years of experience driving process optimization and automation initiatives across Finance, HR, and Operations within Shared Services environments. Strong expertise in identifying automation opportunities, advising stakeholders, and delivering scalable solutions using RPA, workflow automation, and AI technologies. Proven ability to build business cases, improve efficiency, and lead cross-functional collaboration in Agile environments.

SKILLS

RPA Tools - UiPath, Orchestrator, Blue Prism, Microsoft Power Automate, PowerBI

AI Workflow - n8n, Zapier, Make

Testing Tools - Selenium Webdriver, Postman, JMeter, SoapUI, Cypress

Programming Languages - C#, Python, Java, VB.Net, SQL, VBA Macros

DevOps - Git, Docker, GitHubActions (CI/CD)

Operating Systems - Linux, Windows

Agile Project Management (Scrum) - Confluence, Jira

Soft Skills - Analytical Skills, Leadership, Creative Problem Solving

WORK EXPERIENCE

Deutsch B1 **DAA-Institute** Regensburg, Germany

08/2025 – Present

- Developing professional German language skills for business communication
- Applying language skills in workplace and cross-cultural contexts.

RPA Lead Developer **Tech Mahindra Business Services** Mumbai, India

06/2021 – 08/2024

- Analysed and optimized Finance, HR, and Operations processes, identifying automation opportunities that reduced turnaround time by 40%
- Advised business stakeholders and process owners on automation strategies, best practices, and efficiency improvements aligned with organizational goals
- Designed and implemented scalable RPA solutions integrating UiPath with APIs and enterprise systems
- Developed business cases and value propositions for automation initiatives, supporting decision-making and investment approvals
- Collaborated with implementation teams to ensure successful delivery of automation solutions
- Monitored automation performance and reported progress to stakeholders using KPIs and dashboards
- Led a team of 5+ developers and analysts, establishing governance frameworks and ensuring compliance with audit and risk requirements
- Conducted knowledge sharing sessions and mentored team members on automation best practices

RPA Developer **Bigstep Technologies Pvt. Ltd** Mumbai, India

04/2020 –05/2021

- Conducted process discovery workshops with business users to identify automation opportunities for claims and policy management, cutting manual workload by 35%.
- Developed UiPath solutions integrated via APIs and SFTP with CRM and policy systems, ensuring compliance with audit and data integrity standards.
- Authored PDDs/SDDs and collaborated with QA and IT teams during UAT/SIT cycles in Jira and Orchestrator to enable smooth deployment and business adoption.
- Supported tech evaluation and feasibility assessments to guide tool selection and strengthen automation strategy alignment with enterprise goals.

Associate Consultant **Capgemini India Pvt Ltd** Mumbai, India

03/2018 –03/2020

- Analysed HR processes and implemented automation solutions improving accuracy and reducing manual effort by 60%
- Designed future-state process models and reusable automation frameworks
- Collaborated with business and IT stakeholders in Agile environments to deliver automation projects
- Supported governance, compliance, and documentation for automation initiatives
- Conducted testing and validation to ensure reliability and data integrity

QA/QC Engineer **Xiphi Tech Pvt Ltd** Mumbai, India

08/2016 –02/2018

- Performed functional, regression, and integration testing for enterprise applications
- Automated test cases using Selenium and API testing tools
- Collaborated with cross-functional teams to ensure software quality and timely delivery

EDUCATION

Bachelor of Engineering in Information & Technology **University of Mumbai** (2015)

CERTIFICATIONS

UiPath Advanced Certification (UiRAD), ISTQB Foundation level Certified

LANGUAGES

English (Fluent), **German** (Intermediate A2, progressing to B1)