

ANOUSHA ZAHEER

Automation Engineer | RPA Developer

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PROFESSIONAL SUMMARY

Automation Engineer and RPA Developer who designs, builds, and deploys business automation using UiPath, Robot Framework, and Python. Experienced in building production bots for banking and enterprise clients including HBL, Meezan Bank, Zong, and foodpanda, across areas such as user lifecycle management, account operations, document processing, and reporting. Comfortable across the full automation lifecycle, from solution design and development through exception handling, deployment, monitoring, and ongoing support, with a focus on reducing manual effort and improving day to day efficiency.

CORE COMPETENCIES

- ▶ Bot Design and Development
- ▶ Exception Handling and Logging
- ▶ Root Cause Analysis
- ▶ Process Automation (RPA)
- ▶ Orchestrator Scheduling
- ▶ OCR and Document Processing
- ▶ Workflow and Solution Design
- ▶ Bot Deployment and Monitoring
- ▶ Production and HyperCare Support

PROFESSIONAL EXPERIENCE

Mercurial Minds Pvt. Ltd.

Automation Engineer

Islamabad, Pakistan

Jan 2025 to Present

- Design, develop, and deploy production RPA bots using UiPath, Robot Framework, and Python for banking and enterprise clients.
- Built and maintain several HBL banking automations, including Law Enforcement Agency (LEA) requests, Customer Identity Management (CIM), Alternate Delivery Channels (ADC), and amount block and unblock.
- Provide production support and HyperCare for automation processes serving HBL, Meezan Bank, Zong, and foodpanda.
- Investigate bot failures, carry out root cause analysis, and resolve production incidents to keep critical automations running reliably.
- Handle bot development, testing, deployment, monitoring, and support after go live across attended and scheduled processes.
- Work closely with clients and development teams on requirements, enhancements, and process documentation.

Future Connect Training and Recruitment Ltd.

Data Analysis Trainer

Apr 2024 to Jun 2025

- Delivered training in Python, SQL, and Excel, focused on practical data analysis concepts and how to apply them.
- Guided students through projects covering data collection, processing, analysis, and visualization.

KEY PROJECTS

HBL and Banking Automations (Mercurial Minds)

Law Enforcement Agency (LEA) Requests

Built a UiPath bot that processes incoming LEA requests. It pulls the customer and account details, applies the required account actions such as a debit freeze, updates the case status, and generates response reports for compliance.

Customer Identity Management (CIM)

UiPath automation that manages user accounts across Active Directory and banking portals, including creating users, enabling and disabling IDs, resetting passwords, and keeping access control consistent for secure user lifecycle management.

Alternate Delivery Channels (ADC)

UiPath bot that handles ADC service requests across internet banking, mobile banking, and card channels, working each ticket from start to finish and updating the status on the relevant portals.

Amount Block and Unblock

UiPath automation that places and releases holds on customer account balances based on incoming requests, updates the core banking records, and logs every action for audit and reporting.

Automation and Development Projects

UiPath Document Management Automation

Document intake bot that extracts client documentation from ZIP files, renames and classifies contracts and invoices, moves them into folders it creates automatically, archives the inputs, and logs the full run.

UiPath PDF Invoice Data Extraction with OCR

Reads invoice dates and totals from PDF invoices using Tesseract OCR and regular expressions, processes many files in one run, and consolidates the results into a clean Excel report, which cuts down on manual data entry.

UiPath Cash Flow Validation Automation

Excel driven validation bot that reads cash flow records, checks the Cash In and Cash Out values, calculates the difference, handles invalid entries through exception handling, logs any errors, and writes the status back to the workbook.

Network Latency Monitoring and Reporting Bot

Monitors network latency dashboards, captures graph screenshots, and emails hourly performance reports to stakeholders, fully automating a recurring network performance report.

Employee Overtime Reporting Automation

Generates individual Excel overtime reports from a master file and applies consistent formatting and structure so the reports are easier to read and more accurate.

Personal and Open Source Projects

Safe Share

A dependency free Python command line tool that prepares UiPath and other projects for safe public sharing. It finds and replaces sensitive data such as emails, IP and network paths, connection strings, and API keys or tokens with placeholders, then scans the output and produces a verification report.

Marketing Analysis with Machine Learning

Built and compared several models including Logistic Regression, Decision Tree, Random Forest, SVM, KNN, and Gradient Boosting to predict term deposit subscription on the UCI Bank Marketing dataset. Gradient Boosting performed best at roughly 92% accuracy.

TECHNICAL SKILLS

RPA and Automation	UiPath Studio, UiPath Orchestrator, Robot Framework, Autosphere, Process Automation, Workflow Design
Bot Development	Bot design and development, Reusable components, Exception handling and logging, Orchestrator scheduling
Bot Operations	Deployment and monitoring, HyperCare and production support, Troubleshooting, Root cause analysis
Programming	Python, SQL
Data and Documents	Excel automation, OCR (Tesseract), Regex, Pandas, Data analysis and visualization
Databases and Tools	SQL, MySQL, Git, Microsoft Excel

CERTIFICATIONS AND TRAINING

- UiPath Automation Developer Professional Training (In Progress), UiPath Academy

EDUCATION

Bachelor of Computer Engineering, Air University, Islamabad2020 to 2024