

Sumit Jangid

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EXPERIENCE

Genpact

Jul 2022 – Present

Assistant Manager (RPA / Agentic Automation)

Gurugram, India

- Promoted from Consultant for driving high-impact, autonomous automation solutions across enterprise platforms.
- Designed and delivered **30+ agent-driven RPA use cases** enabling self-healing, event-based, and decision-oriented automation.
- Automations eliminated **12,000+ manual hours annually** and reduced **15,000+ operational tickets per year**.
- Architected end-to-end automations integrating **ServiceNow** with **AWS, Azure, Active Directory**, and enterprise systems.
- Led POCs, governed solution quality, and mentored developers on scalable automation design.
- **Stack:** AutomationEdge, ServiceNow (ITSM, Flow Designer, Integration Hub), PowerShell, Python, JavaScript, AWS, Azure, MID Server.

Consultant

Jul 2022 – Oct 2024

- Built end-to-end RPA workflows for IT, HR, and Finance with strong focus on resilience and exception handling.
- Implemented ServiceNow automations using Client Scripts, Business Rules, Scripted APIs, ACLs, and MID Server.

PROJECTS

Self-Healing IT & Service Operations Automation

- Designed autonomous remediation workflows for IT incidents and service requests using ServiceNow and RPA orchestration
- Integrated event triggers, decision logic, scripts, and validation steps to significantly reduce resolution time and manual effort

Identity & Access Management (IAM) Automation Platform

- Built end-to-end joinermoverleaver automation integrating **Azure AD, Active Directory, SailPoint, Okta, Absolute, and ServiceNow**
- Automated access provisioning, deprovisioning, compliance checks, and audit workflows across enterprise systems

Autonomous Cloud & Infrastructure Automation

- Developed cloud automation use cases across AWS and Azure for infrastructure provisioning, monitoring, and operational remediation
- Used Python, PowerShell, APIs, and RPA bots to enable scalable, event-driven cloud operations

EDUCATION

Birla Institute Of Technology-Mesra

Aug. 2018 – May 2022

Bachelor of Technology in Electronics and Communication Engineering

Ranchi, India

SKILLS

Languages: PowerShell, Python, JavaScript, Java, HTML/CSS, SQL (PostgreSQL, MySQL)

Platforms & Tools: AutomationEdge, ServiceNow, UiPath, Active Directory, Azure AD, SailPoint, Okta, Absolute Software