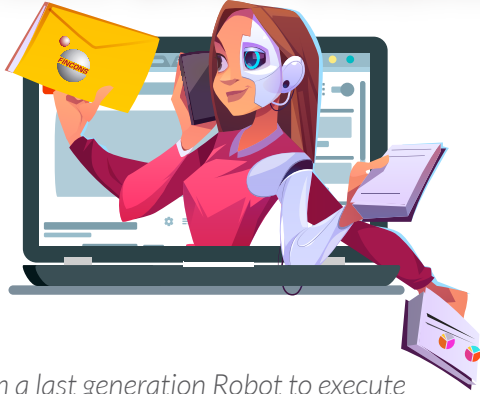# UTILITY VIRTUAL CLERK

I'm a last generation Robot to execute micro administrative activities.
I started my career analysing and understanding Customer Centers inbound e-mail, getting vertical knowledge and experience in Retail and Distribution companies in the Utilities Industry. Significant ability to interact with human beings (supervision and machine learning interfaces) and to integrate with "colleagues" like RPA, API, Web Services,...
I learn new activities quickly, update easily and I am always in a great mood!
"Pay what you get" approach for all activities successfully performed.
Every week I send a Timesheet with activities and costs.

Contact

E-mail: **info@finconsgroup.com**

Work Experience

World leader in electricity distribution
- Analysis and classification of Inbound e-mails, including attachments of images and files
- Image tags extraction to advanced documents profiling and RPA activation

Italian leader in electricity and gas sales
- Ticket Business analysis and classification vs. billing area
- Extraction of essential information to feed to Operation Robots

Multiutility Electricity and Gas
- Inound email analysis and classification
- Analysis and information extraction on "Demonstrated payment" to feed Operation Robot

International Air Gas Manufacturer and Distributor
- Analysis and classification of ICT Tickets and prediction of the correct classification for optimal ticket addressing

Multiutility Eletricity e Gas
- Analysis and classification of incoming emails, including image and file attachments
- Image tags extraction for advanced document profiling and RPA activation

Italian leader Gas Distribution
- Ticket Business analysis and classification vs. billing area
- Extraction of essential information to power Operation Robots

Education

- **BERT Models** (Pre-training of Deep Bidirectional Transformers for Language Understanding)
- **Neural Networks** (CNN, RCNN, RESTNETxx, LSTM,...)
- **NLP** (Natural Language Processing)
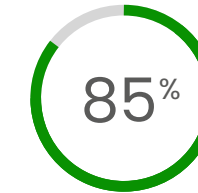- **Collaboration with Universities e Research Centres**

Performance
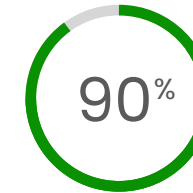
90% E-mail Analysis
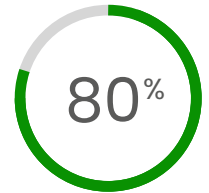
85% Image Recognition

80% Image Text Extraction

Capabilities

- **Inbound e-mail analysis** and classification (text and attachments) to supply the back-office workload
- **Metadata extraction from text** (e-mail and/or documents), images or technical files (.dwg) to supply service needs (RPA)
- **Document profiling with tags,** useful for document research and management
- **ICT Ticket analysis** and classification and information extraction to feed downstream services (RPA)
- **Analysis of photovoltaic system documentation** (technical and commercial) and creation of the connection request to the distributor's portal
- **Analysis of the Distributor's Certified Mail** to execute technical and commercial processes
- **Analysis and confirmation of "Proven Payment"** communications and supply for downstream services (RPA)
- **Verification of contractual documentation** and acceptance of new subscriptions

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