

# FINCONS 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 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

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## 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

- Inbound 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 Electricity and Gas

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

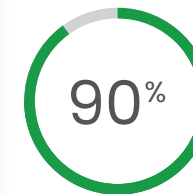
### Italian leader Gas Distribution

- 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**

## Key Performance Indicators: overall accuracy



E-mail Analysis

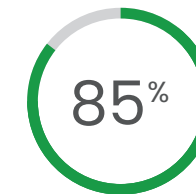


Image Recognition

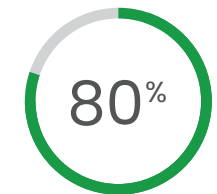


Image Text Extraction

## 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